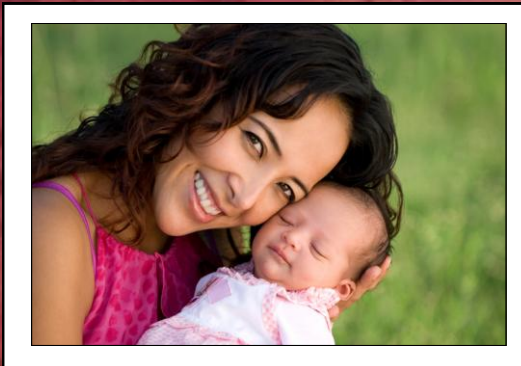


2012-2013 ANNUAL OUTCOMES REPORT



Families First
Because Children Should Never Come Last

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1 Introduction

We at Families First offer the public this annual outcomes report (AOR); a quantified, analytic view of how our services helped thousands of metro Atlanta children and families make real, meaningful life gains in 2012-13.

This year's AOR embraces the utility of past AORs (since 2006-07), which by design offers:

- How Did We Do: A Look Back
- How Can We Do Better: A Look Ahead
- What Are Your Thoughts: An Invitation to Our Stakeholders

We remain firmly committed to *performance transparency*, and look forward to another year of service quality improvements that are fueled by our reflections, assessments and the input of our stakeholders. The insights we gain through our continuous quality improvement process and development of our annual outcomes report allow us to achieve progressively greater gains, often serving more clients, and making the best possible use of the resources entrusted to us.

This year's AOR, however, has an additional purpose: it initiates a crucial inquiry that extends outcomes beyond *quality improvement* to *impact*. In particular, it begins the arduous but worthwhile journey of answering:

What do our outcomes tell us about our impact and about the meaningful, enduring life gains we help children and their families achieve?

-Families First 2012-13 AOR's added purpose

Our inquiry rightly begins with our principal end in mind:

By 2020, 200,000 additional children and youth in metropolitan Atlanta, facing chronic, social or health challenges will succeed in safe, stable, nurturing homes, with self-sufficient families – surrounded by an engaged community that champions the well-being of all children and families.

-Families First Impact Statement

Further, this inquiry enriches our AOR in several critical ways:

2012-13 Annual Outcomes Report – Families First, Inc. of Atlanta.

About Us

Families First has empowered Georgia families since 1890, with our present organization emerging from the merger of five nonprofit organizations. Over time, combined service acumen and our history has led to our distinction as Georgia's leading nonprofit family services agency. **Today we impact more than 40,000 children and families annually.**

We strive for a future where all children and families flourish, because we believe:

- Children are society's most treasured resource, yet are most vulnerable to conditions that jeopardize their well-being.
- Every child deserves full opportunity to achieve society's best prosperity.
- Families and communities benefit from a child's success and so share responsibility for cultivating it.

Our services target change that yields tangible child and family success; in particular we:

- Aid children directly where immediate well-being and long-term success are concerned and empower their families for self-sufficiency
- Engage communities so they embrace and mobilize for child and family success

Discover more about us at www.familiesfirst.org

- Frames outcomes in both their social and our enterprise context
- Highlights those outcomes most relevant to impact
- Humanizes them through select, shared client perspectives
- De-emphasizes process-centric *activity outputs* of past AORs

This report caps our outcomes discussion with opportunities to enhance impact and AOR future directions, and provides four supporting appendices:

- Glossary of services
- Client demographics by Impact Area
- Client demographics by services
- Outcomes quick reference

2 Preliminaries

Prior to presenting our annual outcomes, we offer a few preliminaries that we believe will be helpful in fully understanding the outcomes details. Therefore, in this section, we discuss:

- Society's Great Challenge and Families First's Response
- Our Intended Impact: Nurturing Homes, Self-Sufficient Families and Engaged Communities
- How We Achieve Enduring Change
- How We Are Organized for Impact

3 Society's Great Challenge and Families First's Response

Poverty deprives millions of children of America's defining social proposition; in particular,

Many children lose access to our society's best prosperity before ever having an opportunity to achieve it.

Worse still, other extraordinary conditions combine with poverty to not only deplete a family's capacity to prepare children for long-term success, but also places their well-being in immediate jeopardy. These additional conditions include:

- Unstable or lack of family
- Unstable or lack of housing
- Trauma or psycho-social isolation
- Under-aged parenting
- Substance abuse
- Protracted institutionalized care
- Inadequate access to essential resources
- Lack of essential competencies

Fractured, unsupportive communities only raise the prosperity barriers higher for vulnerable families.

Families First meets these conditions and this social challenge to children and their families head-on. We exist to serve and work with families and communities to enhance child well-being and success, and we do so because we believe that:

- Children are society's most treasured resource, and all deserve the opportunity for prosperity
- Families are the foundation of community; both are responsible for child and family well-being
- Individual, family and community must lead their own success
- Every member of the community has gifts to give and each gift is uniquely valuable

Further, we envision a future with:

- Communities wherein all children, families and communities flourish
- Real opportunity for both to achieve the full prosperity that our society offers

4 Impact: Nurturing Homes, Self-Sufficient Families and Engaged Communities

Our most meaningful outcomes tell us the progress we are making towards the achievement of our vision, and also the degree to which we uphold our mission and values. These concepts of mission, values and vision, however, are by their nature abstract and elude measure. This is why we have crafted our *Impact Statement* (stated in Section 1) – the concrete expression of vision held true to both values and mission. Our Impact Statement provides the *terra firma* we need to arrive at specific, meaningful and measurable outcomes (see Figure 1):

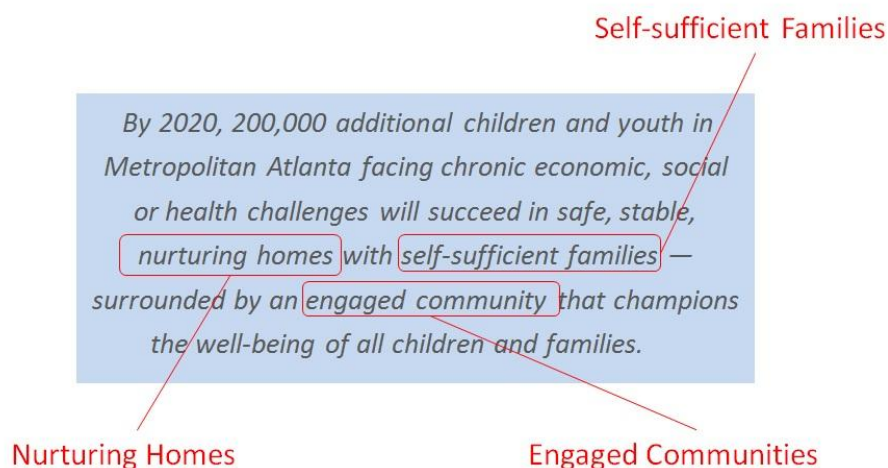


Figure 1. Our Impact Statement provides our most meaningful outcomes.

We will share in later sections how the outcomes which achieve child success, nurturing homes, self-sufficient families, and engaged communities provide the refrain for all we do. First, however, we will explain each in added detail.

NURTURING HOMES

A nurturing home is one that cares for and encourages the growth and development of its children to their full potential. In a nurturing home, no conditions jeopardize its children's well-being or their future opportunity to earn and enjoy society's full prosperity. We characterize the nurturing home as:

- Stable and free from both abuse and neglect
- Safe physical and psycho-social living environment
- Consistent and supportive adults with strong attachments to children
- Sense of belonging and connectedness in the home (child's perspective)
- Children receive proper medical and dental care
- Children receive proper educational support from family
- Effective parenting, communication and coping skills

SELF-SUFFICIENT FAMILIES

A self-sufficient family can satisfy its basic needs with reserve capacity that makes independence from government "safety-net" entitlements the norm. With basic needs met, self-sufficient families are not impeded by self-preservation crises; they can invest the attention and effort that best serves their child's development and long-term success. We characterize the self-sufficient family as having:

- Stable housing
- Control over housing selection
- Long-term security
- Economic security (adults)
- Stable employment with a living wage
- Entitlement benefits (where applicable)
- Financial literacy
- Physical and mental health care/access
- Access to and utilization of affordable physical and mental health care
- Access to and utilization of affordable dental care
- Secure sources of nutrition including quality food
- Overall physical well-being
- Overall psychological well-being
- Social environment
- Positive family social environment and social capital (personal relationships and connections)
- Access to community resources, such as public transportation, child care, etc.
- Safe neighborhoods/living conditions
- Education/skills acquisition
- Education and school achievement
- Human capital development and advancement
- Long-term career development and advancement
- Vocational training

The outcomes we seek are not a matter of organization semantics

We help children and their families achieve enduring and life-transforming gains.

ENGAGED COMMUNITIES

An engaged community understands and accepts a responsible role for the success of its children and families. Further, the engaged community is mobilized to fulfill this responsibility through advocacy, planning and action to enhance those factors that create the conditions for child and family success. Hallmarks of the engaged community include:

- Awareness and dialogue around issues and challenges facing children
- Self-efficacy for interaction with those in positions of power: school representatives, elected officials and law enforcement
- Community-led civic engagement in collective action and advocacy: in neighborhoods, political and other civic organizations, schools and school governance, political advocacy and voting
- Community leadership development

5 How We Achieve Enduring Change

We change the conditions that jeopardize children's immediate well-being and their progressive development for success, beginning with family. Our methods arise from three sources:

- Theory of Change
- Strategic Priority One (SP1)
- Continuous Quality Improvement

"The true measure of a society is how it treats its children and its elders."

-Alexis de Tocqueville

THEORY OF CHANGE

Our *Theory of Change* prescribes how we help impoverished families create the capacity to manage and eliminate the extraordinary conditions that jeopardize their children's well-being and opportunity for long-term prosperity:

All begins with the family. If we encircle families with the necessary supports and resources to be successful, children will thrive and flourish. Further, if we provide families with success tools, not only will their children flourish, they will contribute and transform their communities. Ultimately, our strengthened communities increase child success (and therefore magnify our impact).

Our approach fuels a community-family-child cycle of escalating benefit: when a community actively supports families, families in turn nurture their children; these children will thrive and succeed, and eventually become the new contributors who themselves transform and strengthen community.

Our approach will end intergenerational cycles of poverty and hopelessness for everyone we serve, and assures that child and family succeed long after the work of Families First ends.

- Families First Theory of Change

Our Theory of Change bears four defining hallmarks:

1. Every child deserves full opportunity to achieve society's best prosperity
2. Families and communities benefit from a child's success and therefore share responsibility for creating the conditions for it; indeed, for long-term, systematic change, they must be empowered to lead their own efforts
3. A "doing-for" approach cannot adequately address the scale of our great social problem, and neither will gains achieved this way endure once Families First concludes its role
4. When individuals and families have the necessary resources and success tools, they will use them to improve their individual and shared lives

STRATEGIC PRIORITIES

Our highest aspirations give rise to the approach outlined by *Priority One of our Strategic Plan*:

Lead a cultural transformation to galvanize community responsibility for all children

-Families First Strategic Priority 1

We will make real community's vast change-agent potential for its children and their families. We believe that only community can provide the critical mass and scale capacity for sustained, social progress. We ground strategic Priority 1 in three principles:

Community-led Change:	Sustainable social change comes from the people most directly affected by the issues. Community-led strategies prioritize the community's capacity to identify needs, strategize response and create long-term solutions. This allows real change to take place in the lives of community members.
Change Social Systems:	Changing beliefs is not enough. We must also work to transform the social systems that surround us to reflect these new beliefs and practices, thereby reorganizing structural relationships between groups of people so that the highest forms of justice, democracy and equality prevail.
Sustain Change through Natural Networks:	By its very nature, a community's collective knowledge, its held resources, and its capacity to do work exceed those of its members. We need mechanisms so that natural support networks within communities provide resources and support for those members in need.

Our AOR tradition chronicles our on-going fulfillment of two key strategic priorities (*Strategic Priorities Two and Three*):

2. Build agency knowledge and context

3. Implement program strategy and evaluation systems

- Families First Strategic Priorities 2 and 3

The AOR tells the story of our progress and growth, of who we were by our deeds over the previous year and who we shall become over the next. That story is articulated, in part, through our Continuous Quality Improvement initiatives.

CONTINUOUS QUALITY IMPROVEMENT

Our *Continuous Quality Improvement* (CQI) culture and discipline brings our change imperative to every aspect of our organization.

The mechanics of CQI include practice-based research methods, regular and systematic outcome measurement, and program and practice effectiveness evaluations. However, its return on investment is best demonstrated when we mine data for insight regarding impact. As we have already shared in Section 1 above, this year's AOR extends outcomes beyond *quality improvement* to *impact*. We believe this outcomes-to-impact connection provides a crucial ingredient for how we achieve enduring impact. In Section 4, we discuss our future plans for mining data for impact even more comprehensively in the future.

We will discuss CQI within our organization and its influence on impact in greater detail in Section 7.

6 How We Organize for Impact

As a social purpose organization, we make every resource and every effort count because we know lives depend on the work we do. To these ends, we categorize our programs into *impact areas* which organize services to combine and mutually reinforce, resulting in a “whole greater than the sum of its parts.” These three areas naturally concern themselves with the child and family life gains (outcomes) that translate directly to impact:

Our service alignment principle:

Organize for wholes that are greater than the sum of their parts.

- *Child and Youth Permanency*: provides adoption, foster care, reunification, cooperatives (group homes) and other services to aid long-term stability for children whose lives have been disrupted
- *Healthy Families and Relationships*: offers programs and affordable counseling solutions that equip parents and children with critical skills for building and maintaining strong individual and family relationships
- *Family Sustainability and Empowerment*: collaborates through supportive housing with wrap around services to promote family self-sufficiency and community engagement programs to encourage clients to advocate for themselves.

Figure 2 shows how the aspirations defined in our Impact Statement are the aligning force and focal point of all efforts.

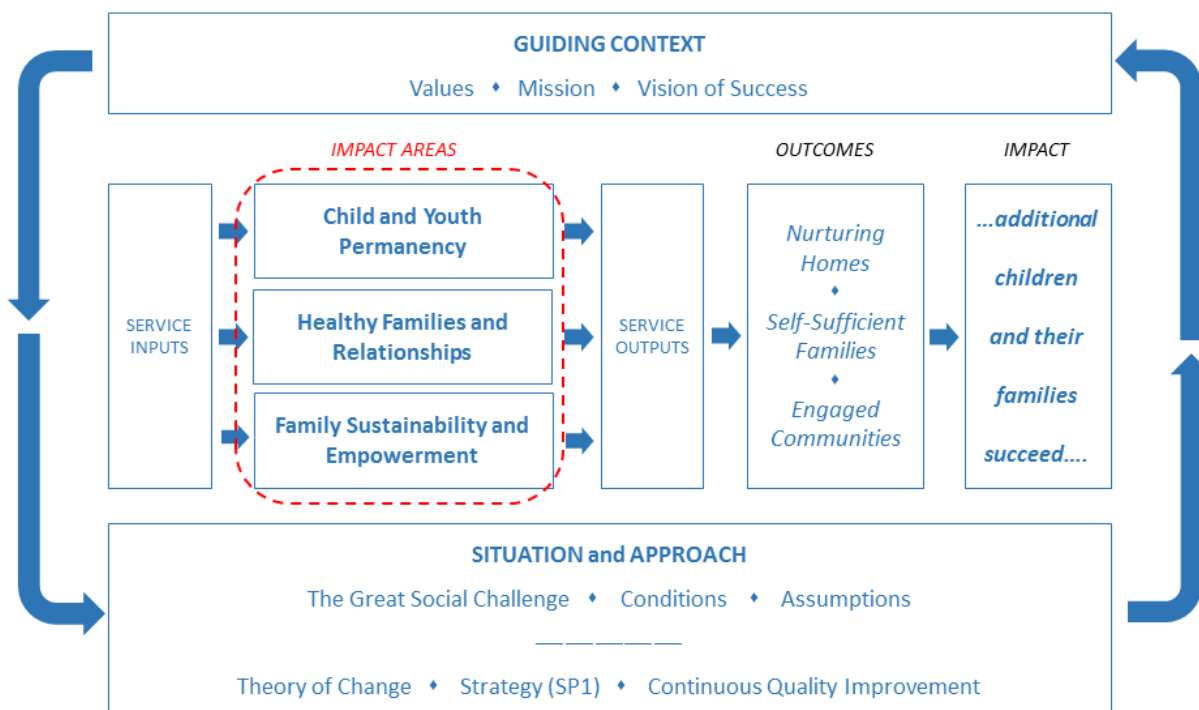


Figure 2. Our **Impact Areas** organization creates service alignments that combine and mutually reinforce for best return on resources and effort.

7 The Role of Continuous Quality Improvement in Outcomes and Impact

Our long-standing CQI program assures that today's service to our children is the best it can be, and that tomorrow's service will be even better. CQI functions as our active "conscience" to bring to bear our best understanding, decision-making, resource stewardship and invested efforts as we help families move their children closer to success. As the lead for our organization intelligence capabilities, CQI conducts outcome measurements and analyses within the larger frameworks of both practice based research and the widely acknowledged *Plan-Do-Study-Act* quality improvement discipline (*the PDSA cycle*, as Figure 3 and Figure 4 combine to illustrate.) CQI is also responsible for maintaining and updating Families First's Council on Accreditation status.

We strive to select or develop measures that articulate the knowledge, belief and behavioral constructs our programs seek to impact. Additionally, we explore ways of assessing impact that describe long-

Figure 3. Our measurement and analyses fit within the PDSA model for improvement.



Reference: Langley G, Nolan T, Norman C, Provost L (1996). The Improvement Guide: a practical approach to enhancing organisational performance. Jossey-Bass Publishers, San Francisco

term outcomes associated with changes in more proximal indicators. As Families First is a social-service agency, we attend to the need for measurement and data collection to be enmeshed in the process of service delivery in order for us to evaluate our programs without distracting from the goal of assisting our clients.

Our electronic clinical record/management system, CareLogic™, developed by Qualifacts, is used throughout Families First. CareLogic is a web-based system that integrates administrative, financial, program, and evaluation requirements into one secure database. The database is firewall and password protected, as well as fully HIPAA compliant. This configurable system is tailored to each program and service where applicable while also providing standardized data across the agency. Along with supervision and training, this system provides a means to monitor outputs for process evaluation purposes including intervention adherence. Such monitoring ensures quality assurance as well as providing accurate outcomes data for analysis. Our data is used internally to monitor and improve our practices and externally to provide our funders and the community with information about the work we do as well as our successes and challenges.

Improving outcomes (and impact) through PDSA:

Plan:	Investigate impact <i>lead-indicators</i> as outcomes; identify proper measurement and collection methods;
Do:	Adapt those methods to service delivery; measure and collect;
Study:	Analyze and interpret results
Act:	Formulate <i>impact</i> improvement increment as next-step

Figure 4. How we Plan, Do, Study, and Act with outcomes in mind.

8 What We Measure and Report

During the past year, we continued our tradition of tracking and collecting data on two critical impact factors:

1. We capture what some would call the “scale” or “magnitude” of a service by tracking the number of individuals benefiting from an engagement instance of the service.
2. We capture “effect” or result by tracking service and program-specific outcomes that represent meaningful client progress toward eventual success.

9 NUMBER OF INDIVIDUALS SERVED (# SERVED)

One of our earliest outcome metrics was “number served”, for which we track the number of individuals who benefit from our services. We calculate “number served” for an engagement instance using three factors:

1. The beneficiary of the service
2. Individuals related by context to the beneficiary (e.g., family members, employer)
3. Multiple services received by a single beneficiary that resulted in distinct episodes

One limitation of our number served metric is that it subsumes the varying nature of our service engagements. Specifically, what the number reported does not distinguish is *consultative* versus *transactional* services, a distinction that has *invested effort*, *start-finish duration*, and *quality of result* implications:

- Consultation-oriented engagements achieve results over a series of significant interactions; moreover, they usually result in substantial (sometimes transformative) life gains for those we serve
- Transaction-oriented engagements are characterized by single *request-fulfill-acknowledge* cycles; they still achieve meaningful gains, though typically of lesser magnitude and by means that are characteristically concise in both duration and effort

We plan to recalibrate the number of individuals served metric in the future to further depict the magnitude indicated by number served.

10 THE PROGRAM OUTCOMES THAT REPRESENT MEANINGFUL PROGRESS

Funders frequently require agencies like ours to demonstrate good stewardship, and this usually takes the form of tracking and reporting agreed outcomes for the programs they fund. In the past year, we've adopted a new standard: *we will identify and track impact-related outcomes for every service, regardless of funder requirements*. To set the stage for the new reporting standard, we highlight in this year's AOR those outcomes that fit the delineations described in our impact statement described in section 2.2:

- Nurturing Homes
- Self-sufficient Families
- Engaged Communities

In this report, we generally express the outcomes in either of the following four forms:

1. As a combination of “% ... **increase**” (knowledge, leadership, etc.) and “% ... **improved**” (parents, clients, etc. of total) in cases where we have administered and clients have completed pre- and post-tests;
2. As a **summed percent of affirmative responses** to an offered assertion – e.g., sum of “% strongly agree” and “% agree” responses. These are cases wherein we have administered and clients have completed surveys;
3. **As counts of successes**, in cases where we have neither tested nor surveyed clients, but clients demonstrate a positive outcome (i.e. academic improvement).

11 THE FACTORS THAT INFLUENCE OUR DATA COLLECTION SUCCESS

Ideally, we would collect full, well-defined attributes for every individual served, but data collection in a human services setting is especially fraught with challenges. Readers will observe “data gaps” in our detailed outcomes discussion where, for example, we lack demographic data, either because we didn't request or were not given information from the client. We regret such deficiencies, but they frequently come about for entirely valid reasons:

- Situational factors such as crisis circumstance may make full interviews both impractical and inappropriate

- The client may have selected a service engagement mode that limits data collection. We engage in one-to-one client sessions, intake or telephone, group engagements, or other client-related interactions. Clearly, the opportunity to collect data and/or client tolerance for collections vary for each situation.
- For some types of information, we simply cannot legally mandate a response.
- Operational variances such as protracted staff vacancies or limited administrative support, causes collection practices to vary.

Finally, as with any empirical measurement process, we also limit collection so that we likewise limit its influence on outcomes we want to measure. In response to these challenges we explore methods to improve our data collection practices each year.

12 Services, Outcomes, and Impact in 2012-13

Our eleven programs served 40,032 individuals in 2012-13. Of these:

- 15,266 were served by explicit, session-oriented engagement
- 5,792 by point-of-contact, non-session engagement
- 18,974 by participation in workshops, events or other group engagements

Figure 5 shows number served by mode of engagement. Recall that we include beneficiaries in our number served other than client who directly and appreciably benefited from our services to the client. Examples of these are “related individuals” by service context, which include nuclear family members and potentially others. Considering number served by impact area provides an alternate, informative service view:

- The contributions of Healthy Families and Relationship’s (57%), and Family Sustainability and Empowerment (19%) illustrate our belief that “All begins with family”
- The percentage served by Child and Youth Permanency (16%), largely reflects our direct engagement for child and youth well-being

Figure 6 shows the impact area breakdown for numbers served. Note that, in addition to the impact areas, we show individuals served by *telephone service only* (TSO) and by other means that fall outside our impact area categories (Other).

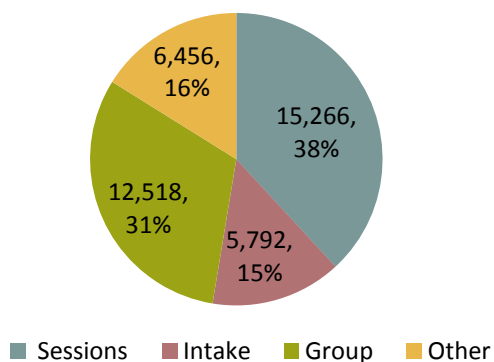


Figure 5. Number served by MODE OF ENGAGEMENT.

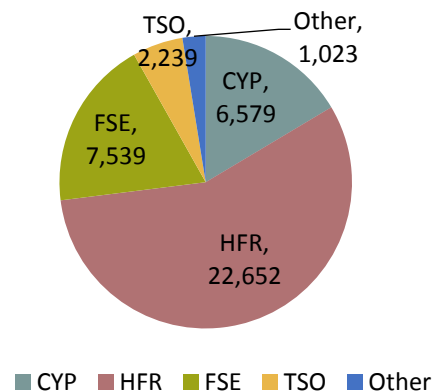


Figure 6. Number served by IMPACT AREA.

Finally, Table 1 provides a demographic characterization of all individuals we served in FY12-13. As the table illustrates, beneficiaries of our services that we queried and who chose to answer were primarily:

- African- or Caucasian-American
- Single, married, or partnered
- Infant, youth, or young adult
- Five-county metro-Atlanta residents
- Earn incomes less than twice the federal poverty level

More female than male beneficiaries responded to our demographic queries, but both were well represented in our total individuals served population.

ALL INDIVIDUALS SERVED - 2012-13 Demographics							
Total:	40,032						
		Total	Valid			Total	Valid
Female:	14,986	37%	57%				
Male:	11,336	28%	43%	Less than 18 years old:	13,420	34%	41%
				18 to 36 years old:	8,950	22%	33%
Afric-Am.:	17,157	43%	63%	37 years or older:	8,705	22%	26%
Cauc-Am.:	7,351	18%	27%				
Hisp-Am.:	2,178	5%	8%	Atlanta Resident:	6,785	17%	N/A
Other:	563	1%	2%	Five-County Metro:	22,812	57%	80%
				Outside Metro or GA:	5,614	14%	20%
Married/Part:	3,090	8%	21%				
Div/Sep:	846	2%	6%	Up to 200% Poverty Level:	10,586	26%	72%
Single:	10,883	27%	73%	Greater than 200%:	4,152	10%	28%

Percentages rounded. Totals may not sum to 100%; "no response" and "not collected" totals not shown.
Total includes: Child & Youth Permanency (CYP), Healthy Families & Relationships (HFR), Family Sustainability & Empowerment (FSE), and others not classified by impact area.
Five-county metro: Clayton, Cobb, DeKalb, Fulton and Gwinnett Counties.

Table 1. Demographic characterization of all individuals served in FY12-13.

The next three sections present service data, outcomes, and impact for each of our three impact areas – Child and Youth Permanency, Healthy Families and Relationships and Family Sustainability and Empowerment – including discussion of their eleven constituent programs. For each impact area section,

- Our *program* sub-section presents number served data and supporting discussion (consistent with the figures, tables and discussion just offered for organization-wide service results).

- Our *outcomes* sub-section and supporting discussion area outcome highlights, plus program and service information that provide appropriate context. We will generally express outcomes in the forms we described in section 10
- Our *impact* sub-section provides our interpretation of the impact we've made when we consider both the scale of our services plus the outcomes we achieved.

13 Child and Youth Permanency: Services, Outcomes and Impact

Every child is entitled to live in a state of permanence; having one safe and stable home with unconditional adult love and support. That's why we provide adoption, foster care, post-adoptive resources, cooperatives (group homes) and other services to help ensure long-term stability for children and youth whose lives have been disrupted.

Child and Youth Permanency programs are:

- Adoption and Foster Care (including the Independent Living Program)
- Residential Living
- Permanency Connections
- Post-Adoptive Family Resources

"Had it not been for Families First I'm not sure where I'd be. I know I wouldn't be able to provide for myself or my daughter. I have a high school diploma, I'm attending college and in the fall I'm starting the Year Up program. I feel extremely blessed."

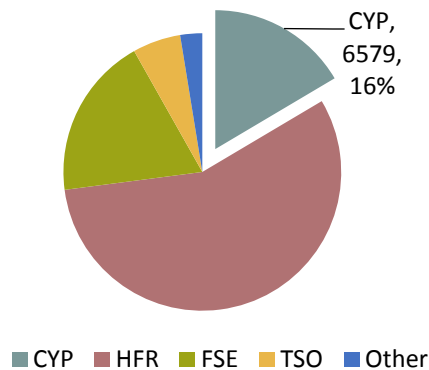
-Miaja, age 19, Independent Living Program resident

Some programs are composed of services. We will identify those as we discuss outcomes.

14 CHILD AND YOUTH PERMANENCY – PROGRAM DEMOGRAPHICS

Our Child and Youth Permanency (CYP) programs served 6,579 individuals in 2012-13. This represents 16% of the total our agency served. CYP's Adoption and Post-Adoptive services contributed the lion's share of CYP service results (47% and 48%, respectively), primarily because they offer various transaction-oriented services, for example, privileged information searches, that represent meaningful progress and/or life gains. We account for Foster Care, Residential Living and Permanency Connections' disproportionately lower number served to their consultation-oriented services, helping clients achieve meaningful life gains that require multiple, extended and often complex interactions.

Figure 7 shows the CYP portion of the total 2012-13 total number served, and Table 2 shows the number served breakdown by CYP programs.



CYP Programs	# Served	
Adoption and Foster Care	3,124	47%
Residential Living	109	2%
Permanency Connections	218	3%
Post-Adoptive Family Resources	3,128	48%
CYP Total Served:	6,579	

Figure 7. CYP served 6,579 individuals, which constitutes 16% of the total 40,032 we served during 2012-13.

Table 2. Breakdown of CYP number served BY PROGRAM.

Finally, Table 3 provides a detailed demographic description of those CYP served, by gender, ethnicity, marital status, age, locale, and income relative to the federal defined poverty level.

Child and Youth Permanency - 2012-13 Demographics								
Total:	6,579							
		Total	Valid					
Female:	3,723	57%	58%					
Male:	2,694	41%	42%					
				Less than 18 years old:	2,373	36%	37%	
				18 to 36 years old:	1,391	21%	21%	
				37 years or older:	2,714	41%	42%	
Afric-Am.:	2,584	39%	42%					
Cauc-Am.:	3,299	50%	53%					
Hisp-Am.:	124	2%	2%					
Other:	177	3%	3%					
				Atlanta Resident:	700	11%	N/A	
				Five-County Metro:	2,878	44%	51%	
				Outside Metro or GA:	2,789	42%	49%	
Married/Part:	1,635	25%	40%					
Div/Sep:	120	2%	3%	Up to 200% Poverty Level:	1,268	19%	31%	
Single:	2,371	36%	57%	Greater than 200%:	2,802	43%	69%	

[a] Percentages rounded. Totals may not sum to 100%; "no response" and "not collected" totals not shown.

[b] CYP major programs: Adoption, Foster Care, Independent Living, Residential Living, Permanency Connections and Post-Adoptive Family Resources.

[c] Five-county metro: Clayton, Cobb, DeKalb, Fulton & Gwinnett Counties.

Table 3 Demographic characterization of CYP number served.

The demographic characterization in Table 1 illustrates four points of note for our CYP program beneficiaries (relative to our organization-wide demographics):

- Caucasian-Americans were more likely to engage our CYP service (53%)
- A higher percentage of beneficiaries resided outside the Atlanta metro counties compared to overall agency numbers served (20%)
- The recipients reported higher income relative to poverty level
- 40% of couples receiving programs were married, compared to the agency average of 21%
- We were able to capture relatively more complete demographic information compared to overall organization reporting with the exception of marital status and income

15 CHILD AND YOUTH PERMANENCY – PROGRAM OUTCOMES

In this section, we discuss substantive outcomes across all CYP programs; however, because the detail has potential to overwhelm readers, we also offer a table following the discussion as a summary aid.

ADOPTION SERVICES

Our Adoption Services program consists of three targeted services:

- Domestic Adoption
- International Adoption
- Special Needs Adoption

We provide domestic and international adoption services to individuals, couples and families seeking to adopt a child within the United States and/or internationally. Our specific services include parent training and preparation, home studies, placement approval and post adoption services (such as post placement home visits and supervision). We do not provide placement services for domestic and international cases, but we do work closely with the family's placement resource and provide post placement services.

Our special needs adoption service caters to individuals, couples, and families seeking to adopt a child from the foster care system. Our specific services include recruitment, parent training (IMPACT) and preparation, home studies, placement approval and post adoption services including post-placement reports and supervision. We deliver these in partnership with the Georgia Department of Human Services (DHS) and other out-of-state public agencies, to assist with placements.

Our Adoption Services boasts at least 3,124 service beneficiaries in FY12-13, and some service particulars include:

- 151 total families with adoption placements served
- 75 IMPACT training groups
- 121 adoption home studies
- 31 orientation groups
- 297 post-placement visits and 81 post-placement addenda

Some of our most noteworthy FY12-13 Adoption Services outcomes include:

- At least 19 special needs adoptions placed two or more siblings with a family
- 55% of foster care adoptions placed a child aged six or older
- 68.9% of clients completing IMPACT training increased their adoptive parenting knowledge
- 95.3% of clients were satisfied with IMPACT parental preparedness
- 100% of clients were likely to use the IMPACT information learned
- 81 adoption and foster care parents improved parent-child relationships through orientation and advisements

FOSTER CARE & INDEPENDENT LIVING

Our Foster Care Program provides safe and temporary homes for children in Georgia's foster care system. Our goals are to: ensure placement stability while in our care; protect children and youth from repeat maltreatment; aid children in progression towards individual goals and assist in achieving permanent placement, child well-being, and school success. Specific services include regular home and daycare visits, case management (and 24-hour access to Case Specialists), family team meetings, foster family contacts, individual sessions, training and success tools/resource provisioning to foster families. We also provide success transition support in the form of counseling and financial aid, giving young adults transitioning out of the foster care their best possible opportunity for self-sufficiency and independence.

Our Independent Living service provides supervised apartment living for youth, ages 18 to 21 years. This service provides young people the support and guidance to practice and develop life skills and a plan for independent living.

Foster Care and Independent Living beneficiaries are included in our FY12-13 Adoption Services' 3,124 served. Some service particulars include:

- 105 children and youths in our care
- 669 home visits
- 12 Independent Living group sessions
- 188 Independent Living individual youth sessions
- Length of stay for a foster care child or youth in independent living that we serve:
- Mean(\bar{x}) = 330 days
- Median (M) = 206 days
- Minimum = 1 days
- Maximum = 3106 days

Some of our most noteworthy FY12-13 Foster Care and Independent Living outcomes include:

- 94.1% overall average Room, Board, and Watchful Oversight (RBWO) score
- Less than 1% maltreatment

Progress toward self-sufficiency:

- 100% interested in post-secondary education and have enrolled
- 75% passed all current classes
- 86% were six-month employed
- 75% that aged out maintained housing, full-time employment, and positive permanency connections (or armed services)

RESIDENTIAL LIVING

Our Residential Living program, (i.e., Gwindale, Morris and Cherokee cooperative group homes), as well as a maternity home (Second Chance Home) for adolescent mothers, provides a cooperative and community-engaged, residential experience for our youth, with the ideal of reuniting with family after leaving our care. Our goals are to protect youth from repeat maltreatment; aid youth in progression towards individual goals; assist youth in achieving a permanent placement; and, increase educational success. We offer cooperatives for male and female youth between the ages of 13-20. Each cooperative serves six to seven youth at one time. Our Second Chance Home provides residence and services to pregnant young women and young women with one (1) child (or up to 2 children).

Residential Living services include individual case management sessions, intakes and assessments, court appearances, groups, crisis management, family team meetings, educational assessments, and panel reviews. Second Chance Home parenting groups are provided to teen moms.

Foster Care Residential Living

At least 109 individuals benefited from our Residential Living program in FY12-13. Some service particulars include:

- 48 youth in our Cooperatives
- 26 youths and their children in our Second Chance Home

Length of stay for the cooperative residents we serve:

- Mean(\bar{x}) = 256 days
- Median (M) = 111 days
- Minimum = 1 days
- Maximum = 1552 days

Some of our most noteworthy FY12-13 Residential Living outcomes include:

- 12 reunited with family or relative/fictive kin or transitioned to independent living program
- 94% Second Chance Home residents were graduates or enrolled in education
- 100% protected from repeat maltreatment
- 85.6% RBWO score for Cooperatives

- 82.0% RBWO score for Second Chance Home

PERMANENCY CONNECTIONS

Our Permanency Connections Program provides services that supplement RBWO services for foster care children and youth. Our services generally focus on permanency, education, and social connections. We also aim to enhance teen mother success and increase the prevention of subsequent pregnancies.

Permanency Connections has four constituent services:

1. *Placement to Permanency (PTP)* promotes safety, well-being and permanency for youth in foster care. PTP is a Families First collaboration with Georgia-DHS Division of Family and Children Services, Fulton County Department of Family and Children Services (DFCS) and Advantage Consulting, LLC.
2. *Literacy Improvement Program (LIPS)* ensures that youth in Families First foster care, independent and residential living, transitional and permanent supportive housing programs, and pregnant and parenting teen moms, are able to be successful in school, advance their education and prepare for economic independence and self-sufficiency.
3. *Make it Click (MIC)* educates and trains individuals who demonstrate remarkable commitment to community through caring for youth. MIC is a positive youth development (PYD) collaboration between Families First and community volunteers who join to create a community network of sustained relationships for children in foster care.
4. *Teen Success* provides an on-going supportive environment for teenagers aged 13-19 years who are pregnant or parenting. Educational achievement is a major focus of Teen Success. Teen Success employs the nationally recognized Planned Parenthood model.

More than 218 individuals benefited from our Permanency Connections program in FY12-13. Some service particulars include:

- 143 youths and 76 volunteers engaged mentoring services at least once
- 34 youths participated in LIPS
- 185 LIPS education consultations
- 222 LIPS youth direct service contacts and 58 support activities
- LIPS college prep activities

Some of our most noteworthy FY12-13 Permanency Connections outcomes include:

- 32 youths were matched with mentors
- Eight (8) youths had a 12 month or longer relationship with the same mentor
- youths improved academically after three months
- 14 youths maintained reading proficiency after one year

LIPS participants' attitudes and beliefs on education

- Improved by 5.4%
- 61.5% demonstrating improvement

- 64% of activities were planned by youths and mentors as opposed to Families First staff

POST-ADOPTION FAMILY RESOURCES

Post Adoptive Family Resources Program consists of two state-wide services:

1. Georgia Center for Resources and Support (GACRS)
2. Georgia Adoption Reunion Registry

GACRS is co-managed by Families First and Bethany Christian Services and it aims to increase resources and supportive services for adoptive and foster families as well as to reduce adoption disruptions.

Families First aids families in finding the services and resources they need, plus helps them increase their knowledge about child development and adoption specific issues. Services consist of: referrals and advisement; training and education events; support groups; comprehensive web-based resources and chat rooms; adoption and foster care family events and activities; and a lending library.

The Reunion Registry assists clients in increasing personal history knowledge as well as preparing and supporting individuals during their search and reunion process. It provides: non-identifying information to adult adoptees (or parents of minors), search services, reunion registration services and support groups for individuals going through the search and reunion process. The Reunion Registry serves:

- Adoptees with adoptions finalized in Georgia
- Birth parents with adoptees placed for adoption in Georgia
- Siblings separated by adoption in Georgia
- Adoptive parents with adoptions finalized in Georgia
- Children of deceased adopted persons
- Parents or siblings of deceased birth parents

Our Post Adoptive Family Resources program served 3,128 individuals in FY12-13. Some service particulars include:

Georgia Center for Resources and Support

- 98 GACRS trainings
- More than 404 trained
- 2,731 resources on the GACRS website
- Seven (7) cyber café support groups

Georgia Adoption Reunion Registry

- 105 client consultations
- 204 adoption summaries
- 610 adoption registrations
- 289 adoption searches

Some of our most noteworthy FY12-13 Post-Adoptive Family Resources outcomes include:

Georgia Center for Resources and Support

GACRS client parenting knowledge:

- 10.5% knowledge increase
- 49.8% of clients improved

GACRS clients completing web training:

- 98.2% found training topics relevant
- 98.2% found training good or excellent at meeting the adoptive child's needs

Georgia Adoption Reunion Registry

Reunion Registry clients:

- 92.9% gained knowledge through search
- 100% gained personal history knowledge
- 94.1% increased search/reunion social support

Reunion Registry clients demonstrated:

- 31.8% search/reunion knowledge increase
- 74.0% of clients improved

Program	Description	Outcomes Highlights
Adoption	Adoption Services Program consists of: Domestic – for families seeking U.S. adoption International – for families seeking adoption outside the U.S. Special Needs – for families adopting Georgia foster care children Services include parent-training and preparation (e.g., IMPACT), home studies, placement approval and post adoption services such as post placement home visits, reports and supervision. Our Adoption Social Workers are professionally trained to match families interested in adopting Georgia special needs children and works closely with the client's placement agency to assist with domestic and international adoptions. Provides safe and temporary homes for children in Georgia's foster care system.	At least 19 foster care adoptions placed two or more siblings with a family No maltreatment of any child adoption candidate 55% of foster care adoptions placed a child aged six or older Adoption IMPACT training parents demonstrated: 6.4% knowledge increase 68.9% of attendees improved 95.3% satisfaction with parental preparedness 100% likely to use the information learned by IMPACT training parents 100% likely to use IMPACT information learned

¹ We describe and discuss our program services comprehensively in [Appendix A: .](#)

Program	Description	Outcomes Highlights
Foster Care including the Independent Living Program	We also provide foster families with the tools and resources to succeed as foster parents.	81 adoption and foster care parents improved parent/child relationships;
		Less than 1% maltreatment
	Services come in the form of training, support services, and 24-hour accessibility to Case Specialists. For youths transitioning out of foster care, we provide financial and other success support.	Significant self-sufficiency progress: 100% interested in post-secondary and enrolled
		75% passed all current classes
		86% were six-month employed
Residential Living		75% that aged out maintained housing, full-time employment, and positive permanency connections (or armed services)
		94.1% overall average Room, Board, and Watchful Oversight score
	Offers supportive housing, support and care for male and female youth between the ages of 13-20. Each cooperative can serve six (6) – seven (7) youth.	100% protected from repeat maltreatment
		94% Second Chance Home residents were graduates or enrolled in education programs
	Our services include: counseling, educational assistance, life-skills training, recreational and spiritual opportunities, mentoring, permanency planning and family reunification.	85.6% DHS RBWO score for Cooperatives
Permanency Connections		82.0% DHS RBWO score for Second Chance Home
	Provides a variety of services that supplement Room, Board, and Watchful Oversight (RBWO) services for children and youth in care. Our services focus on permanency, education, social connections, teen mother success and subsequent pregnancy prevention. Sub-services are:	Overall:
		143 youths and 76 volunteers engaged mentoring services at least once
		32 youths were matched with mentors
		Eight (8) youths had 12 months or longer relationship with the same mentor
	Literacy Improvement Program Services (LIPS), which ensures	17 youths improved academically after

Program	Description	Outcomes Highlights
	school success	three months
	Make it Click Mentoring Services (MIC), which develops positive mentoring relationships	14 youths maintained reading proficiency after one year
	Teen Success (TNSUC), which targets education progress	64% of activities were planned by youths and mentors;
Post-Adoptive Family Resources	Aids individuals and families seeking or requiring post-adoption support, and those seeking personal history and reunion support for Georgia adoptions. Our Post Adoptive Family Resources Program partners with the state of Georgia and others to provide <i>Georgia Center for Resources and Support</i> (GACRS) and <i>Georgia Adoption Reunion Registry</i> services.	GACRS client parenting knowledge: 10.5% knowledge increase 49.8% of clients improved GACRS clients completing web training: 98.2% found training topics relevant 98.2% found training good or excellent at meeting child's needs Reunion Registry clients: 92.9% gained knowledge through search 100% gained personal history knowledge 94.1% increased search/reunion social support Reunion Registry clients demonstrated: 31.8% search/reunion knowledge increase 74.0% of clients improved

16 CHILD AND YOUTH PERMANENCY – PROGRAM IMPACT

As evidenced by the successful outcomes reported in this document, CYP is on a path of making significant progress in addressing the complex challenges of all children, youth, adults and families involved in child welfare. In order to achieve this, CYP is made up of an array of professional management, clinical and direct care staff members who understand and are highly committed to each youth's ultimate overall goal of safe, supportive and stable "Permanency" living. Serving primarily Fulton and DeKalb counties, CYP is a statewide impact area that responds to the adoption, education and foster care needs of children, youth, adults and families throughout the entire state of Georgia. CYP partners with an array of community based behavioral health, medical, educational, vocational and other

nonprofit providers who also strive to meet the needs of our vulnerable population. Licensed and primarily funded by the State of Georgia Department of Families and Children Services (DFCS) and the Department of Public Health, CYP successfully adheres to all state and accreditation standards to effectively address the needs of each child, youth, adult and families as well as to ensure that ongoing positive outcomes are achieved for those we serve. Within CYP's foster care programs, youth are taught the value of education and as a result this population comprehends how a solid education is a gateway to financial stability, reduced life stressors and empowerment. Finally, innovation is at the forefront of CYP. This impact area continuously assesses, researches and implements new models and service delivery systems while partnering with other leaders and innovators in the community who understand the importance of helping Georgia's children in care.

17 Healthy Families and Relationships: Services, Outcomes and Impact

At one time or another, many families need additional support to confront life's challenges. That's why we offer programs and affordable counseling solutions to equip parents and children with critical skills for building and maintaining strong individual and family relationships.

The programs that make up Healthy Families and Relationships are:

- Counseling, Connections and Support
- Effective and Nurturing Parenting
- Healthy Babies, Healthy Moms
- School Success Programs

"The Stanford apartment home residents are very excited about the CHISPA program and what services and benefits we have to offer for them, their children and their families. Parents have been learning how to productively engage in early learning for the intellectual and social development of their children. Now they are becoming the first teacher at home, engaging in different Play & Learn activities that involve and strongly emphasize in parent and child interaction."

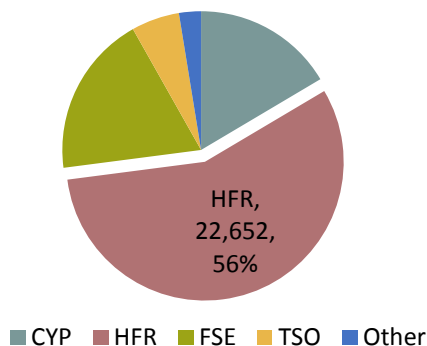
- CHISPA program manager

Some programs are composed of services. We will identify those as we discuss outcomes.

18 HEALTHY FAMILIES AND RELATIONSHIPS – PROGRAM DEMOGRAPHICS

Our Healthy Families and Relationships (HFR) programs served 22,652 individuals in 2012-13. This represents 57% of the total our organization served. HFR's Effective Nurturing and Parenting services contributed 66% of the HFR service results, primarily due to its focus on parenting and child coping for divorcing families. Also contributing to the large numbers served is that this service and Counseling and Support leveraged the group session delivery mode. In contrast, we attribute Healthy Babies, Health Moms' and School Success' much lower number served to their consultation-oriented services, helping clients achieve meaningful life gains that require multiple, extended and often complex interactions.

Figure 8 shows the HFR portion of the total 2012-13 total number served, and Table 4 shows the number served breakdown by HFR constituent services.



HFR Programs	# Served
Counseling & Support	6,506 29%
Effective Nurturing & Parenting	14,927 66%
Healthy Babies, Healthy Moms	647 3%
School Success	460 2%
HFR Other	112 0%
HFR Total Served:	22,652

Figure 8. HFR served 22,540 individuals, which constitutes 56% of the total 40,032 we served during 2012-13.

Table 4. Breakdown of HFR number served BY PROGRAM.

The demographic characterization in Table 5 illustrates four points of note for our HFR program beneficiaries (relative to our organization-wide demographics):

- HFR served a larger Hispanic population
- Clients reported being less than 200% below the poverty level (87%) as compared to 72% of our agency as a whole

Finally, a detailed demographic description of those HFR served provides a particularly informative view of those benefiting from our services. Table 5 provides gender, ethnicity, marital status, age, locale and income attributes of those we served.

Healthy Families and Relationships - 2012-13 Demographics							
Total:	22,652						
		TOTAL	VALID				
Female:	7,542	33%	0.53459			TOTAL	VALID
Male:	6,566	29%	0.46541	Less than 18 years old:	8,420	37%	0.464
				18 to 36 years old:	6,118	27%	0.337
Afric-Am.:	6,609	29%	0.527665	37 years or older:	3,619	16%	0.199
Cauc-Am.:	3,688	16%	0.294451				
Hisp-Am.:	1,956	9%	0.156168	Atlanta Resident:	3,174	14%	
Other:	272	1%	0.021717	Five-County Metro:	14,794	65%	0.876
				Outside Metro or GA:	2,098	9%	0.124
Married/Part:	1,107	5%	0.148391				
Div/Sep:	541	2%	0.07252	Up to 200% Poverty Level:	6,477	29%	0.871
Single:	5,812	26%	0.779088	Greater than 200%:	958	4%	0.129

[a] Percentages are rounded. Totals may not sum to 100%; "no response" and "not collected" totals not shown.

[b] HFR major programs: Counseling, Connections & Support; Effective and Nurturing Parenting; Healthy Babies, Healthy Moms; School Success.

[c] Five-county metro: Clayton, Cobb, DeKalb, Fulton & Gwinnett Counties.

Table 5 Demographic characterization of HFR number served.

19 HEALTHY FAMILIES AND RELATIONSHIPS – PROGRAM OUTCOMES

In this section, we discuss substantive outcomes across all HFR programs; however, because the detail has potential to overwhelm readers, we also offer a table following the discussion as a summary aid.

COUNSELING, CONNECTIONS AND SUPPORT

HFR's Counseling, Connections and Support program improves family functioning by addressing the mental and behavioral health needs of children, parents, and families. We strengthen family, work and social relationships, improve coping skills, and increase connections to supportive resources in the community. Primary constituent services include:

Individual and Family Counseling both utilize evidence-based interventions (EBI) such as Cognitive Behavioral Therapy (CBT) or Trauma-Focused Cognitive Behavioral Therapy (TF-CBT) as well as Motivational Interviewing to help individuals and families restore their fullest level of functioning for present well-being and future success. Our Community Based Counseling provides the same services in clients' homes. We also partner with Southside Medical Center to provide assessment and referral counseling for Patient-Centered Medical Homes (PCMH). *Family Violence Intervention Program (FVIP)* and *Anger Management* are court-mandated educational groups for domestic violence offenders. We utilize the Duluth model, a service model for domestic abuse intervention program; 24 sessions for FVIP participants and 12 sessions for AM, respectively. The groups aim to change program participants' beliefs and attitudes.

Our Employee Assistance Program (EAP) provides assessment, referral and short-term counseling to assist client companies in maintaining staff productivity by helping employees function more effectively at home and at work. We utilize a national affiliate network and our internal counselors to deliver services. FY12-13 marked the final year that operated a stand-alone EAP business; the business was transitioned to FEI Behavioral Health in January of 2013. Families First remains an affiliate provider of EAP services for three companies: ComPsych, FEI and Ceridian.

Our Counseling, Connections, and Support program served 6,506 beneficiaries in FY12-13. Some service particulars include:

- More than 1,974 individuals screened or assessed
- 2,812 counseling sessions (2449 or 87% individual; 363 or 13% group or family)
- 1,519 individuals report adequately functioning in meaningful activities
-

Some of our most noteworthy FY12-13 Counseling, Connections, and Support outcomes include:

- 94% report progress on mental health or relationship goals

Overall psycho-social well-being:

- 8.3% well-being increase
- 83.3% clients improved

Quality of life gains:

- 15.4% quality of life increase
- 81.3% of clients improved
- 82.9% of those counseled improved coping skills
- 76.9% adequately functional in meaningful activities

For Family Violence Intervention and Anger Management:

- 100% of clients found abuse unacceptable
- 10% improvement in attitudes and beliefs
- 90.9% improved

Changes in Beliefs and Attitudes:

- 8.6% improvement
- 66.1% of clients improved
- 4% improvement in motivation to change

EFFECTIVE AND NURTURING PARENTING

The Effective and Nurturing Parenting program facilitates effective co-parenting for custodial and non-custodial parents, focusing on family continuity for their children's best interests. Effective and Nurturing Parenting has two primary parenting services:

- **Parenting Time** (PT) originated in the Families First co-founded federal Access and Visitation movement. Parenting Time ensures children have safe and consistent access to, and visitation with, both biological parents and family members. The services are designed to improve parents' understanding and support of their child's biological, psychological, emotional and social needs, and decrease negative separation and unresolved issues influences. Services include intake and assessment, groups, case management services, counseling and parenting plans. Participants must have an active Office of Child Support Enforcement case.
- **Seminars for Divorcing Families** build co-parenting knowledge and skills, as well as help children cope with divorce. We offer the following seminar-based services:
- **TransParenting and Children Coping with Divorce** (CCWD) provide one time, court mandated seminars for divorcing parents in Clayton, Cobb and Fulton Counties. The seminars enhance parents' co-parenting acumen and skills and reduce the negative impact of the divorce on their children.
- **What about Me** (WAM) is a one-time session where children, ages 5-17 years old, begin to understand divorce and learn coping techniques. This is usually offered and attended in tandem with the TransParenting or CCWD seminars.
- **Rollercoasters** (R8) is an eight (8) week program for children, ages 5-17 years old, to learn how to cope with their parents' divorce. This is usually offered and attended in tandem with the TransParenting or CCWD seminars.

Our Effective and Nurturing Parenting program served 14,927 beneficiaries in FY12-13. Some service particulars include:

- 576 individual education counseling sessions
- 209 supervised visits, neutral exchanges, or monitored visits
- 296 attended 71 Parenting Time Seminars
- 235 Intake and Assts (80% of attendees)
- 131 mediations and 13 parenting plans
- More than 70 children attending seminars
- 21 four-hour WAM/Rollercoasters sessions
- 117 Transparenting group sessions

Some of our most noteworthy FY12-13 Effective and Nurturing Parenting outcomes include:

- 89.2% agree that seminars were helpful to parental relationship
- 88% agree that seminars were helpful to understanding child experience
- 93.2% agree that seminars positively influenced attitude or behavior
- 86.6% reported increased knowledge of divorce impact on child
- 80.5% reported increased knowledge of divorce impact on parents
- 80.1% reported increased knowledge of parenting skills & strategies
- 90.8% agree that seminars were helpful overall

Children coping skills with divorce:

- 10.3% coping skills increase
- 52.9% of children improved

HEALTHY BABIES, HEALTHY MOMS

Healthy Babies, Healthy Moms (HBHM) offers young pregnant and parenting mothers and fathers with pre-birth and early infancy services to aid the well-being of both baby and mother. Healthy Babies, Healthy Moms includes a variety of pregnancy and parenting services including TeenAge Pregnancy and Parenting (TAPP), Doula and Amerigroup Resource Mothers.

- **TAPP** offers pregnant and parenting teens comprehensive emotional and physical support before, during and after childbirth. Services are delivered through home and school visitation, service coordination, and parenting education. TAPP also helps pregnant and parenting teens continue successful school matriculation.
- **Doula** provides emotional and physical support to pregnant young mothers before, during and after the birth of her baby. Doula is HealthConnect One's Community-Based Doula program, funded by Georgia Campaign for Adolescent Power and Potential. Our bilingual Doulas educate teens on pre-natal care, labor, delivery, infant care, breastfeeding and bonding in order to ensure healthy outcomes for both the mother and baby.

- **Resource Mothers** aids Amerigroup clients whose babies were born weighing less than 3.5 pounds. Resource Mothers provide new birth mothers with on-going emotional and practical support, information and linkages to resources for both newborn and mother well-being. Resource Mothers services are a major component of Georgia's Planning for a Healthy Baby (P4HB) initiative, also known as the Medicaid Waiver.

Our Healthy Babies, Healthy Moms program served 647 beneficiaries in FY12-13 (which, as reminder, includes mother, father, baby and any involved family members). Some service particulars include:

- 83 parents completing the HBHM program
- 252 health/developmental screenings
- 144 post-partum support services
- 145 pre-natal support services
- 200 home-based parent education engagements
- 56 group sessions

Some of our most noteworthy FY12-13 Healthy Babies, Healthy Moms outcomes include:

Increases in parenting knowledge:

- 13.6% knowledge increase
- 68% of parents improved
- 41.7% increased parent-child bonding knowledge
- 50.6% improved parent-child relationships
- 50.6% identified parent leadership activity
- 47% improved school relationship

Increases in childcare involvement:

- 13.6% involvement increase
- 68% of parents improved

Increased healthcare involvement:

- 5.2% involvement increase
- 33% of parents improved
- 52.6% increase in birth control use at discharge

SCHOOL SUCCESS

School Success serves families for P-12 child success in schools through improved parent-child-school communication. In particular, the program encourages family interaction, parent networking, community-building and parent-school relationships. Services target elementary and middle school children, but are provided to the entire family. School Success' primary services include:

CHISPA assures school readiness and achievement among pre-school age children by engaging parents in home visitation, parent leadership, and pre-K and school transition planning. CHISPA

is based on: United Way's Partnerships Advancing Childhood Education, Parents-As-Teachers, Parent Services Projects' Parent Leadership Institute, and Strengthening Families' Protective Factors and Community Cafes. Parents as Teachers (PAT) guide-home visitation services. We have three CHISPA community sites:

1. Champion apartment complex
2. Norcross Mobile Home Park
3. Rockbridge Elementary School

(*United Way of Greater Atlanta* also independently tracks and measures CHISPA outcomes using its contracted service provider, *The Evaluation Group*. Those results are not included in this report.)

School Transition serves children who are entering Pre-K or Kindergarten and their families. The services help prepare parents for school and ensure that their children are properly enrolled and attending school.

Our School Success program served 460 beneficiaries in FY12-13. Some service particulars include:

- 40 parents completed the School Success program
- 219 home visits conducted
- 41 school leadership activities by parents
- 250 groups were held during the year, including life skills groups and parenting groups

Some of our most noteworthy FY12-13 School Success outcomes include:

- 78% improved their parent-child relationship
- 78% improved parenting skills
- 94% improved parental school leadership
- 94% identified at least one leadership activity
- 80% improved child's school readiness

Increases in parenting knowledge:

- 11.8% knowledge increase
- 76.9% of parents improved

Program	Description ²	Highlighted Outcomes
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² We describe and discuss our program services comprehensively in [Appendix A](#) .

Program	Description ²	Highlighted Outcomes
Counseling, Connections, and Support	<p>Improves family functioning by addressing the mental and behavioral health needs of children, parents and families. Activities help to strengthen family, create work and social relationships, improve coping skills, and increase connections to supportive resources in the community.</p> <p>Programmatic services consist of:</p> <p>Family counseling helps individuals and families restore their fullest level of functioning</p> <p>Community-based counseling provides family counseling and select additional health therapies in the home setting</p> <p>Family Violence Intervention Program (FVIP) changes court-mandatory participants' beliefs and attitudes about family violence</p> <p>Anger management shares service outcome objectives with FVIP</p> <p>Employee Assistance Program (EAP) provides employee counseling that improves effectiveness at home and work</p>	<p>94% progress on mental health or relationship goals</p> <p>Overall psycho-social well-being: 8.3% well-being increase 83.3% clients improved</p> <p>Quality of life gains: 15.4% quality increase 81.3% of clients improved</p> <p>82.9% of those counseled improved coping skills</p> <p>76.9% adequately functional in meaningful activities</p> <p>FVIP:</p> <p>100% of clients found abuse unacceptable Attitudes toward violence: 10% improvement 90.9% improved;</p> <p>Changes in Beliefs and Attitudes: 8.6% improvement 66.1% of clients improved</p> <p>4% improvement in motivation to change</p>

Program	Description ²	Highlighted Outcomes
Effective and Nurturing Parenting	Facilitates effective co-parenting for custodial and non-custodial parents, with focus on family continuity for the children's best interests	89.2% agree that seminars were helpful to parental relationship
	Constituent programmatic services include:	88% agree that seminars were helpful to understanding child experience
	<i>Parenting Time</i> : teaches effective co-parenting that assures proper access and visitation with the child	93.2% agree that seminars positively influenced attitude or behavior
	<i>TransParenting</i> : enhances co-parenting skills and mitigate the divorce's negative impact on their children	86.6% reported increased knowledge of divorce impact on child
	<i>Children Coping With Divorce</i> : similarly purposed as TransParenting, except exclusively for Cobb County divorcing parents	80.5% reported increased knowledge of divorce impact on parents
	<i>RollerCoasters</i> : which teaches children coping skills with divorcing parents	80.1% reported increased knowledge of parenting skills & strategies
	<i>What about Me</i> : similarly purposed as Rollercoasters, except single-session duration	90.8% agree that seminars were helpful overall
		Rollercoasters/WAM:
		Comfort in coping with divorce:
		10.3% coping skills increase
		52.9% of children improved

Program	Description ²	Highlighted Outcomes
Healthy Babies, Healthy Moms	Ensure that new birth mothers are able to take care of themselves as well as their newborn	Increases in parenting knowledge: 13.6% knowledge increase 68% of parents improved
	Health Babies, Health Moms consists of the following programmatic services:	41.7% increased parent-child bonding knowledge
	<i>Amerigroup</i> : trains and supports Resource Mothers, who aid in teen parenting success for low birth weight babies	50.6% improved parent-child relationships 50.6% identified parent leadership activity
	<i>Doula</i> : provides pregnancy, delivery and post-partum emotional support and education to young or expectant mothers	47% improved school relationship Increases in childcare involvement: 13.6% involvement increase 68% of parents improved
	<i>Teen Age Pregnancy and Parenting (TAPP)</i> : aids pregnant and parenting teens and their families with effective parenting and child care practices, and with education success	Increased healthcare involvement: 5.2% involvement increase 33% of parents improved
		52.6% increase in birth control at discharge

Program	Description ²	Highlighted Outcomes
School Success	<p>Encourages family interaction, parent networking, community-building, and parent-school relationships. Improves parent-child-school communication. Services target elementary and middle school children, but are provided to the entire family.</p> <p>School Success' primary programmed services are:</p> <p>Families First in Schools (FFIS) - encourages family interaction, parent networking, community-building, and parent-school relationships. Improves parent-child-school communication.</p> <p>CHISPA - assures school readiness and achievement among pre-school age children by engaging parents in home visitation, parent leadership, and pre-K and school transition planning</p> <p>School Transition- aids parents in their child's school preparation and ensures proper enrollment and attendance</p>	<p>78% improved parent-child relationship</p> <p>78% improved parenting skills</p> <p>94% improved parental school leadership</p> <p>94% identified at least one leadership activity</p> <p>80% improved child's school readiness</p> <p>Increases in parenting knowledge: 11.8% knowledge increase 76.9% of parents improved</p>

20 HEALTHY FAMILIES AND RELATIONSHIPS — PROGRAM IMPACT

Clients served in Healthy Families and Relationships (HFR) are among our community's most vulnerable families living in poverty. Our programs focus on the family as a unit, as well as on individual family members and takes into account the reciprocal relationship between parent and child. Through the work we do every day, we ensure that families develop strong parent-child relationships, support healthy childhood growth and development, and enhance family functioning by teaching parents to identify strengths and utilize problem-solving skills to improve the family support system.

The impact of our work in families and communities is evident as children achieve developmentally appropriate milestones and parents have the support and knowledge to nurture their child's development, thus decreasing risk factors related to child abuse and neglect, academic and developmental delays, and behavioral and mental health disorders. By increasing the knowledge and skills of our families, HFR empowers parents to accept personal responsibility for their future and the future of their families.

It is our hope that well after we have gone, families impacted by HFR will have the necessary tools to strengthen their individual ability to become capable and responsible citizens who positively impact our community.

21 Family Sustainability and Empowerment – Services, Outcomes and Impact

Housing is among the most basic of needs and the most fundamental measure of self-sufficiency. The lack of this basic need in our community is why we collaborate with other agencies to deliver housing with support services and training that promote family self-sufficiency.

The programs that make up Family Sustainability and Empowerment are:

- Transitional and Supportive Housing
- Community Support Services
- Asset Development (Ways to Work)

“We have had the life-changing privilege to be a part of the Ways to Work program. In October, we reached out to you guys for help with a car, and at the end of a worthwhile process, we got our car! Life is so much easier now. My family has what we need and we are doing a 100 times better since getting reliable transportation!”

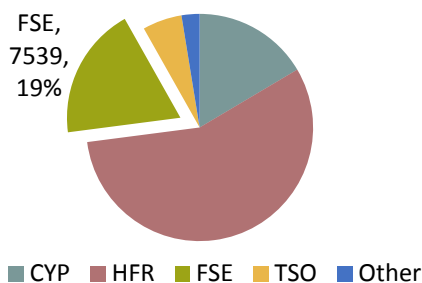
- Amelia Whitlow

Some programs are themselves composed of services. We will identify those as we discuss outcomes.

22 FAMILY SUSTAINABILITY AND EMPOWERMENT – PROGRAM DEMOGRAPHICS

Our Family Sustainability and Empowerment (FSE) programs served 7,539 individuals in 2012-13, representing 19% of the total our numbers served. FSE’s Community Support services easily contributed the major portion of FSE service results (78%), chiefly because Community Support uses group sessions as its primary service delivery mode. Nonetheless, these results represent meaningful progress and/or life gains for their beneficiaries. Transitional and supportive housing’s much lower number served can be attributed to its consultation-oriented, wrap-around services, which help clients achieve meaningful life gains that require multiple extended and often complex interactions.

Figure 9 shows the FSE portion of the total 2012-13 total number served, Table 6 shows the number served breakdown by FSE programs.



FSE Program	# Served	
Transitional & Supportive Housing	298	4%
Community Support	5,849	78%
Asset Development (Ways to Work)	1,392	18%
FSE Total Served:	7,539	

Figure 9. FSE served 7,539 individuals, which constitutes 56% of the total 40,032 we served during 2012-13.

Table 6. Breakdown of FSE number served BY PROGRAM.

The demographic characterization in Table 9 illustrates four points of note for our FSE program beneficiaries (relative to our organization-wide demographics):

- A higher percentage of clients were female (69%) as compared to the agency total (57%)
- A larger number of recipients were African-American (97%), as compared to the agency total (63%)
- A lower number of clients were reported as married (5%), as compared to the agency total (27%)

Finally, a detailed demographic description of those FSE served provides a particularly informative view of those benefiting from our services. Seven (7) provides gender, ethnicity, marital status, age, locale and income attributes of those we served.

Family Sustainability and Empowerment - 2012-13 Demographics								
Total:	7,539							
		Total	Valid			Total	Valid	
Female:	2,818	37%	69%					
Male:	1,281	17%	31%	Less than 18 years old:	1,681	22%	41%	
				18 to 36 years old:	803	11%	20%	
Afric-Am.:	6,655	88%	97%	37 years or older:	1,611	21%	39%	
Cauc-Am.:	90	1%	1%					
Hisp-Am.:	23	0%	0%	Atlanta Resident:	2,193	29%	N/A	
Other:	83	1%	1%	Five-County Metro:	3,312	44%	88%	
				Outside Metro or GA:	455	6%	12%	
Married/Part:	70	1%	5%					
Div/Sep:	68	1%	4%	Up to 200% Poverty Level:	1,456	19%	95%	
Single:	1,400	19%	91%	Greater than 200%:	77	1%	5%	

[a] Percentages are rounded. Totals may not sum to 100%; "no response" and "not collected" totals not shown.

[b] FSE major programs: Transitional and Supportive Housing; Community Support Services; Asset Development.

[c] Five-county metro: Clayton, Cobb, DeKalb, Fulton & Gwinnett Counties.

Table 7. Demographic characterization of FSE number served.

23 FAMILY SUSTAINABILITY AND EMPOWERMENT – PROGRAM OUTCOMES

In this section, we discuss substantive outcomes across all FSE programs; however, because the detail has potential to overwhelm readers, we also offer Table 8 - A summary view of FSE programs, major services and outcome highlights.

TRANSITIONAL AND SUPPORTIVE HOUSING

Our Transitional and Supportive Housing program aids families facing homelessness and at least one other debilitating condition (e.g., substance abuse, mental illness, HIV+, youth pregnancy) in achieving a stable home life and eventual long-term self-sufficiency. Based on Project G.R.O.W. (Goals, Responsibilities, Opportunities and Well-Being), the program combines several Evidence Based Practices (e.g., the Housing First model) with Motivational Interviewing and case management for services to targeted vulnerable populations. Transitional and Supportive Housing's primary services are:

- **Shelter-A-Family** (SAF) provides community-based services in the Defoors Ferry (formerly Georgian Hills) apartment complex in the City of Atlanta. SAF provides supportive case management to families who are chronically homeless and suffer from at least one disability, e.g., mental illness, substance abuse, and/or medical illness. SAF utilizes several Evidence Based Practices: Housing First model, Motivational Interviewing, Assertive Community Treatment (ACT) team, and best practices around case management.
- **Shelter-A-Family II** (SAF-II, Delowe Village), formerly known as Delowe Village, is similarly purposed as SAF.
- **Weaver Gardens** is a transitional living home that provides efficiency apartments and intensive case management and support for young mothers, ages 17 to 26, who have one child less than a year old and were previously homeless. The goal of this program is for the mothers to enhance their parenting and life skills and develop long-term economic independence.

Our Transitional and Supportive Housing program served 298 beneficiaries in FY12-13. Some service particulars include:

- 78 SAF-I individuals placed and service plan developed
- 64 SAF-II individuals placed and service plan developed
- 170 drug screens performed
- 135 home visits conducted
- 159 group sessions conducted
- 1096 individual sessions conducted
- 64 individual sessions conducted for transitional housing families (Weaver Gardens)

Some of our most noteworthy FY12-13 Transitional and Supportive Housing outcomes include:

Shelter a Family I (Supportive)

- 90% maintained housing 12+ months
- 19% were employed
- 10% were education/vocation enrolled
- 100% attended SAF appointments regularly
- 81% attended mental health appointments regularly
- 83% attended substance abuse groups regularly
- 67% achieved negative drug screens;
- 25% actively volunteered
- 100% of youth were grade promoted
- 100% had C average or academically improved

Weaver Gardens (Transitional)

- 97.2% average overall RBWO score
- 88% received benefit services
- 71% maintained housing 90+ days
- 89% transitioned to stable housing
- 42% were employed
- 79% were education/vocation enrolled
- 89% of those who left the program transitioned to stable housing
- 92% increased life skills knowledge
- 92% improved housekeeping skills
- 96% had on-time infant immunizations
- 92% increased nutrition knowledge
- 96% increased parenting knowledge

Shelter a Family II (Supportive)

- 74% graduated from transitional housing or maintain housing 12+ months
- 95% maintained housing 6+ months
- 65% of households were employed
- 16% were college/vocation enrolled
- 5% were enrolled in GED classes
- 21% were disabled receiving benefits or pending approval
- 100% of disabled felt connected to community
- 80% achieved negative drug screens
- 67% of SAF participants overall of those who left the program transitioned to stable housing

Former Weaver Garden residents

- 72% employed or education enrolled
- 72% maintained stable housing
- 67% maintained stable childcare
- 83% had aftercare services

COMMUNITY SUPPORT SERVICES

Our Community Support Services programs aid the current housing needs of the residents and property owners, promote self-sufficiency for clients, engage families as change agents and positive contributors to their communities as well as build the foundation for the success of our clients' children through the promotion of safe, stable, nurturing homes to enable future generations to be self-sufficient.

We promote participatory, culturally appropriate, consumer-driven services that increase the clients' awareness of shared partnership and their ability to replicate their success in other areas of their lives. Integral to our program is our *six-core programming model*:

- Economic Self-Sufficiency/Asset Development

- Family Enrichment
- Civic Engagement
- Health and Wellness
- Social Initiatives
- Youth Development

The Community Support Services program's primary constituent services are:

Columbia Residential and *Retreat at Edgewood* both provide *six-core* life skills seminars and case coordination, as well as community engagement strategies to promote community participation and empowerment. Edgewood services also include residential case management.

South Fulton Opportunity Zone, an initiative of The United Way of Greater Atlanta and The South Fulton Human Service is aimed at creating opportunities for families to thrive. The Opportunity Zone is a partnership between EP-CAT, Families First and Tapestry Youth Ministries. The zone strategy is one that focuses on neighborhoods that can dramatically benefit if local services are coordinated, local leadership is mobilized and the assets in the community work together toward shared goals.

Our Community Support Services program served 5,849 beneficiaries in FY12-13. Some service particulars include:

- 203 individual sessions
- 375 workshops
- 2,625 workshop attendees
- 97 families enrolled in Opportunity Zone (OZ)
- 78 families were consistently engaged Opportunity Zone
- 150 Thanksgiving and Christmas family meals
- 36 family portraits

Some of our most noteworthy FY12-13 Community Support Services outcomes include:

Columbia Residential

- 92% found workshops helpful
- 81% were likely to use what they learned
- 100% increased community resource awareness
- 79% found program events helpful connecting with community

Edgewood

- 95% found workshops helpful
- 85% were likely to use what they learned
- 81% increased community resource awareness
- 97% found program events helpful connecting with community

Opportunity Zone

- 88% found workshops helpful

Service	Description ³	Outcomes Highlights
	<ul style="list-style-type: none"> • 88% said they were likely to use what they learned • 100% increased community resource awareness • 100% found program events helpful connecting with community 	

ASSET DEVELOPMENT

Our Asset Development program currently consists of our Ways to Work service, which is a unique Community Development Financial Institution (CDFI) that provides small, short-term, low-interest loans to working families with challenging credit histories. CDFI operates through a national network of loan offices headquartered in Milwaukee, Wisconsin. Ways to Work is an alternative to predatory lenders for people with a demonstrated commitment to achieving increased self-sufficiency and intent on achieving a higher level of participation in mainstream financial markets.

All Ways to Work loans are used to help individuals remain employed or advance in their employment. The loans are made for the purchase of modestly priced used vehicles. Besides stabilization or improvement in their employment situations, clients also find that the Ways to Work program increases their financial literacy, leads to a better credit rating, heightens their sense of self-esteem and for those obtaining a vehicle, brings about a significant improvement in their family's quality of life.

Our Asset Development/Ways to Work program served 1,392 beneficiaries in FY12-13. Some service particulars for our Ways to Work include:

- 150 attendees in financial literacy classes
- 28 approved loan applications
- 23 financial literacy classes
- 26 vehicles secured
- 4 loans paid off

Some of our most noteworthy FY12-13 Asset Development (Ways to Work) outcomes include:

Improved financial literacy:

- 23.8% knowledge increase
- 78.2% of people improved

Monthly gross income:

- -16.5% income decrease
- 30.4% of people improved

Decreased time in transit:

- 61.6% time decrease
- 78.3% of people improved

Overall quality of life:

- 69.2% increase
- 86.5% of people improved

Time missed from work:

52.5% time decrease
60.0% of people improved

Other Ways to Work outcomes:

82% of participants increased participation in child's academic life or activities
75% of participants increased ability to reach medical/dental appointments
52% increased access to improved housing

Transitional and Supportive Housing	Aids families facing homelessness and at least one other debilitating condition (e.g., substance abuse, mental illness, youth pregnancy) in achieving stable home life and eventual long-term self-sufficiency.	<p>Shelter a Family I (Supportive)</p> <p>90% maintained housing 12+ months 19% were employed 10% were education/vocation enrolled 100% attended SAF appointments regularly 81% attended mental health appointments regularly 83% attended substance abuse groups regularly 67% achieved negative drug screens 25% actively volunteered 100% of youth were grade promoted 100% had C average or academically improved</p>
	The major programmatic services for Transitional and Supportive Housing are:	
	Shelter-A-Family I combine housing and an array of supportive services to aid parents in achieving mental and emotional stability and long term stable housing.	<p>Shelter a Family II (Supportive)</p> <p>74% graduated from transitional housing or maintain housing 12+ months 95% maintained housing 6+ months 65% of households were employed 16% were college/vocation enrolled 5% were enrolled in GED classes 21% were disabled receiving benefits or pending approval 100% of disabled felt connected to community 80% achieved negative drug screens</p>
	Shelter-A-Family II (formerly Project GROW at Delowe Village), similarly purposed to Shelter-A-Family I, except primary focus is women in substance abuse recovery, aiding their mental and emotional stability and long term stable housing	67% of all SAF clients overall who left the program transitioned to stable housing
	Weaver Gardens: provides a transitional home and support for previously homeless young mothers with one infant	<p>Weaver Gardens (Transitional)</p> <p>97.2% average overall RBWO score 88% received benefit services 71% maintained housing 90+ days 89% of clients who left the program transitioned to stable housing 42% were employed 79% were education/vocation enrolled 92% increased life skills knowledge 92% improved housekeeping skills 96% had on-time infant immunizations 92% increased nutrition knowledge 96% increased parenting knowledge</p>
		<p>Former Weaver Garden residents</p> <p>72% employed or education enrolled 72% maintained stable housing 67% maintained stable childcare 83% had aftercare services</p>

³ We describe and all of our substantive services in Appendix A: .

Community
Support
Services

Helps communities and families succeed in shared partnership, on the central premise that individuals and families aware of and succeeding in shared partnership will replicate that success in other areas of their lives.

Services include life skills seminars, case coordination and community engagement in:

- Asset development
- Family enrichment
- Civic engagement
- Health and wellness
- Social initiatives
- Youth development

The major programmatic services that make up Community Support Services are:

Columbia Residential and Retreat at Edgewood communities employ community engagement strategies to promote community participation and empowerment.

South Fulton Opportunity Zone aids in coordinating local services, developing local leadership and community mobilization for dramatic neighborhood benefit

Columbia Residential

92% found workshops helpful
81% were likely to use what they learned
100% increased community resource awareness
79% found program events helpful connecting with community

Edgewood

95% found workshops helpful
85% were likely to use what they learned
81% increased community resource awareness
97% found program events helpful connecting with community

Opportunity Zone

88% found workshops helpful
88% were likely to use what they learned
100% increased community resource awareness
100% found program events helpful connecting with community

Asset Development	<p>Helps working families acquire reliable transportation to and from work and provides financial literacy courses to teach long-term money management and budgeting skills.</p> <p><i>Ways to Work</i> - Alliance for Children and Families program that allows qualified working parents who are unable to receive credit approval elsewhere the opportunity to receive loans up to \$6,500 to purchase a used car.</p>	<p>Improved financial literacy: 23.8% knowledge increase 78.2% of people improved</p> <p>Decreased time in transit: 61.6% time decrease 78.3% of people improved</p> <p>Time missed from work: 52.5% time decrease 60.0% of people improved</p> <p>Monthly gross income: 16.5% income <i>decrease</i> 30.4% of people improved</p> <p>Overall quality of life 69.2% increase 86.5% of people improved</p> <p>Other outcomes: 82% of participants increased participation in child's academic life or activities 75% of participants increased ability to reach medical/dental appointments 52% increased access to improved housing.</p>
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Table 8 - A summary view of FSE programs, major services and outcome highlights.

24 FAMILY SUSTAINABILITY AND EMPOWERMENT – PROGRAM IMPACT

Clients served by Family Sustainability and Empowerment (FSE) programs are some of our community's most vulnerable families. This program focuses to empower families by providing them with the tools and resources that will help lead them on a path of self-sufficiency and eventually eliminate the cycle of homelessness. In order to attain this goal, we work with other local organizations who help us provide support to homeless families through housing, supportive services and training. Our programs increase a family's access to services, resources, education, health, housing and employment in ways that lead to financial self-sufficiency.

By increasing a family's ability to be successful in areas of housing, income, education and child well-being, we are allowing individuals to not only create self-sufficiency within their family, but we are also empowering them to one day give back to their community. We believe that in order to end the cycle of homelessness and poverty, we must create families that can become strong resources for the communities they live in.

25 Conclusions

26 Opportunities to Enhance Impact

The overall purpose of our annual outcomes report is to serve as an accounting to our external stakeholders, including our clients, funders and investors; to manage and inform our internal operations and to drive strategy innovation; and to assess our transformative impact on individuals, families, children and communities. As a multi-service organization, Families First is primed to inspire and assist people in creating nurturing homes, sustainable families and engaged communities. Our operational philosophy is to link clients to community resources in addition to our provision of direct services. This is in order to not only meet immediate needs, but also to rekindle an ethos of individual and collective responsibility to create long term, sustainable impact. The purpose of using data to define success for our agency is to ensure we are reaching this intended impact and inform future innovations. Should we discover any of our endeavors are not performing as intended, data can again reveal how to improve our strategies to attain better results. Finally, being intentional and specific in collecting data on services delivered and outcomes achieved will enable us to eventually expand our analysis of cost of services to assessing the value of our impact.

Our goals, our services and our outcomes lead us back to our strategic priorities. In order to know if we are successful in achieving our Priority 1, Leading a Cultural Transformation to Galvanize Community Responsibility, we must be continually verifying and refining our methods of defining our intended results and implementing programs to mobilize individuals in an effort to ensure the success of all children. To address Priority 2, Building Agency Knowledge and Context, we must accurately measure, report and share our internal data with our staff to inform our practice, strategy and decision-making. Finally, Priority 3, Implementing Program Strategy and Evaluation Systems, is the impetus behind developing plans to collect and analyze outcome data and the annual outcomes report is the most comprehensive summary of our efforts to that end. This returns us to our first priority of galvanizing community, as community knowledge should be acknowledged, honored and raised up. This report is a part of our aspiration to educate, mobilize and sustain community awareness, commitment and engagement in the success and well-being of all children and families.

27 AOR Limitations, Strengths and Future Development

Even as this report is prepared, Families First looks to the future to expand our understanding of impact. As we further develop our application of measurement, data collection, analysis and impact, we will be able to address current limitations and build on current strengths.

28 Limitations

Practiced-based research is not without limitations as clients are seeking services rather participating in a research project. Limitations include samples that may not represent the population for some programs and attrition or loss to follow up in others. As we further align our data collection strategies with service delivery, we will improve participation in surveys and assessments with the intention of increasing response rates. For programs that involve interventions over time that demonstrate attrition, we can examine differences between those who complete the programs and those who do not. The nature of service delivery may create challenges with the strength of our data. For example, programs that involve a single time point of service can only assess knowledge or attitudes rather than behavior. In those cases, we are working to establish pre and post procedures for that single contact in order to better assess the impact of our class or event. As with any research that uses self-report data, measures that we collect using surveys may be subject to social desirability bias. However, as our research is in tandem with service delivery, our staff has developed, in many cases, an open rapport that can potentially mitigate this limitation.

29 Strengths

Families First's commitment to understanding our outcomes and impact are reflected in the structure of the organization. CQI is an independent department that encompasses IT. Our CQI Committee serves to continuously monitor our quality improvement processes through the participation of our executives, impact area directors, marketing director, front line staff and database administrator. Our state of the art data collection system is flexible and tailored to each specific program and service. When appropriate, we apply valid and reliable existing tools and when necessary, we develop tools appropriate to for our specific services.

In addition to our CQI approach, our multi-service model is a strength in that we are able to meet needs of people for which they may not have initially been prompted to seek care. This model provides us with the means to offer services from a holistic perspective.

30 Future Development

In the future, we intend to build on the strength afforded by the myriad services and expertise that we offer in our programs for clients and our CQI functions as well as expand upon the concepts presented in our Strategic Priority I.

While we recognize the need to attend to the variation across and details within each program, we also see the value in standardization of measurement where possible to link programs together as well the opportunity to assess clients initially and over time in areas of their lives that they may not have identified as the impetus for seeking services. One way of accomplishing both of these aims is to deliver a holistic assessment that is linked to our impact statement that will allow us to ascertain early on and over time if our clients need assistance through additional programs or perhaps external referrals. We are committed to the multi-faceted needs that people experience, and we subscribe to the belief that those who holistically cared for can better achieve sustained impact. This assessment will be launched in July 2014 and we anticipate being able to report preliminary data in next fiscal year's annual outcomes report. Additionally, we are working to explicitly link all of our intervention objectives to our impact statement so that we may easily quantify our impact in detailed, specific terms. Finally, additional

standardization efforts include aligning surveys across services that serve similar populations and measure the same outcomes.

As our measurement and data collection are continuously improving, we envision examining our data in a more sophisticated manner to better guide our interventions. We plan to explore the impact of varying characteristics on outcomes to better understand the potential benefits of tailoring interventions as well exploring the effect of differential dosing as many of our programs meet people where they are and do not require strict adherence. Additionally, we continue to seek methods to collect long term follow up outcomes from our clients in order to keep improving our programs. Given our dedication to social change, it is important for us to explore ways of assessing our impact. Finally, in the future we plan analyze our data to discover how participation in multiple services may have exponential impact and create the possibility of services delivered as portfolios when applicable rather than only in isolation.

Finally, our goal is to incorporate our Priority 1 into all programs and services in an effort to mobilize individuals and communities to resolve their own issues and create long-term change. We plan to incorporate into every program's enrollment process marketing materials that describe the intended results of our programs and services as well as the clients' responsibility to pay forward the benefit of Families First's services. It is our intent to inspire our clients and the community at large to embrace their roles as community change agents and to mobilize others to ensure long-term results and catalyze the agency's exponential impact.

31 In Closing

This AOR tells the story of our *being* and *becoming*: who we were by our deeds over the past year and who we shall become as an organization and change-agent in the next. It conveys compelling evidence that:

We are a learning organization by character, embracing the change and growth that knowledge and informed action brings, and

We will "change the game" by redefining community's role in child and family success

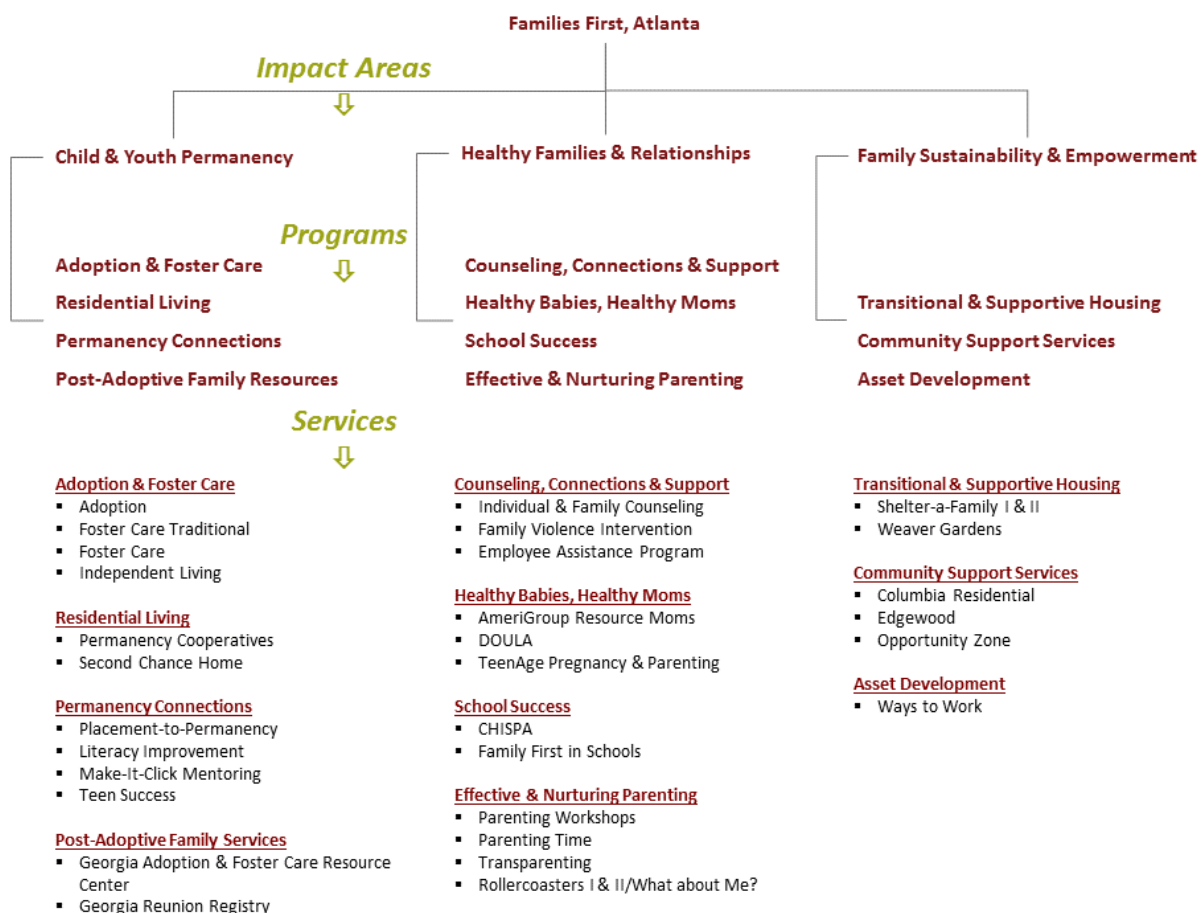
Finally, this AOR tells the story of our children; of how they warrant society's best *investment*; of how creating the conditions that enable them to flourish provides society – one community, one family at a time – to enjoy the best *return* imaginable. This and every AOR chronicles the Families First role and *impact* in the Family-Community joint-venture: that of trusted aid and change-agent; of one wholly focused on the meaningful, enduring life gains that help children and their families achieve.

32 Appendix A: Glossary of Services

Families First's principal service alignment and organizing objective is to create wholes that are greater than the sum of their parts. To this end, we associate services according to their intended impact; this gives rise to three (3) *impact areas*:

1. *Child and Youth Permanency*: provides adoption, foster care, reunification, cooperatives (group homes) and other services to aid long-term stability for children whose lives have been disrupted
2. *Healthy Families and Relationships*: offers programs and affordable counseling solutions that equip parents and children with critical skills for building and maintaining strong individual and family relationships
3. *Family Sustainability and Empowerment*: collaborates through supportive housing and other services/trainings that promotes family self-sufficiency

Impact areas consist of programs, and the programs in turn consist of specific services that target populations with specific needs. The hierarchy below illustrates the relationship between impact areas, major programs, and specific services.



CHILD AND YOUTH PERMANENCY

Every child is entitled to live in a state of permanence--having one safe and stable home with unconditional adult love and support. That's why we provide adoption, foster care, reunification & group homes and other services to help ensure long-term stability for children and youth whose lives have been disrupted.

ADOPTION PROGRAM

Domestic Home Study and Post Placement Program

This program provides services to individuals, couples and families seeking to adopt a child within the United States. The services provided include parent training and preparation, home studies, placement approval, as well as post-adoption services including post placement reports and supervision. This program does not place children for adoption, but works in collaboration with the client's domestic placement resource.

International Home Study and Post Placement

Services including parent training and preparation, home studies, placement approval, and post adoption services such as post placement reports and supervision are available to individuals, couples and families seeking to adopt a child outside of the United States. This program does not place children for adoption, but works closely with the client's international placement resource.

Special Needs Adoption

In collaboration with state child welfare agencies, Families First provides services to individuals, couples, and families seeking to adopt a child from the state foster care system including recruitment, parent training and preparation, home studies, placement approval and post adoption services including post placement reports and supervision.

FOSTER CARE PROGRAM

Foster Care

Families First is committed to providing safe and temporary homes for children in Georgia's foster care system. Our staff provides foster families with the additional resources they need to be successful including: free training, support services and 24-hour access to our Case Specialists. Foster care ensures the physical and emotional safety of the child. The primary goal of foster care is to reunify families

Foster to Adopt

In our continued effort to ensure all children have a "forever family" our foster to adopt program provides services and support to foster parents who are seeking to adopt their foster child(ren). Services include foster parent support and supervision as well as adoptive services . These services include parent training and preparation, home studies, placement approval and post adoption services including post placement reports and supervision.

Youth Independent Living Program & Transitional Living Services

The Independent Living program provides supportive services to clients transitioning out of the foster care system. Youth ages 18 to 21 years of age, live in supervised apartments while learning a variety of life skills to assist in their transition to adulthood.

PERMANENCY CONNECTIONS

Placement to Permanency

The Placement to Permanency initiative seeks to empower youth in foster care to take an active role in developing lifelong familial connections that will provide them with an emotional and/or legal commitment. To accomplish this goal, Families First, in partnership with the Department of Family and Children Services (DFCS), utilizes two specific program components: Family-Finding and Kinship Navigator. Family-Finding and Kinship Navigator services assists youth in locating and connecting with family members and/or kinship relations who are able to give long-term emotional, economic and housing support. These intensive services also help permanency caregivers secure the benefits, services and supports they need to care for the youth.

Literacy Improvement [Program Services]

LIPS ensures that youth in Families First's programs -- particularly foster children in our care, youth in our transitional and permanent supportive housing programs, and pregnant and parenting teen moms -- are able to be successful in school, advance their education and prepare for economic independence and self-sufficiency. These services include linking youth with the appropriate educational services, providing educational support for the youth, advocating for the youth in the school, and assisting the youth in educational planning.

Make it Click

Make it Click is a positive youth development program striving to connect committed adults in our community with youth impacted by familial separation. Families First has created a training and engagement program designed with significant input from youth, encouraging organic relationship development and continuous education and support for mentors, so that relationships can last a lifetime. Make it Click especially seeks to benefit the youth in foster care and our Cooperatives (formerly group homes).

Teen Success Groups

Teen Success groups serve pregnant and parenting teens, ages 13-18, through weekly support-group meetings for up to 50 weeks. Teen Success participants learn skills to: maintain their family size, complete their high school/vocational school/GED education and develop life skills

that lead to self-sufficiency. Young mothers earn \$10 for their attendance and participation in each session. Once they attend 25 sessions, they are rewarded with a bonus of \$100. Nutritious snacks and free child care are offered at each group session.

RESIDENTIAL LIVING

Permanency Cooperatives

We've traded the concept of "group homes", laden with negative imagery, for the more positive philosophy of a cooperative, where agency, community, family and state come together to ensure that community involvement is an integral part of the cooperative experience for our youth, and that those supports will continue after they leave our care. Families First has four Permanency Cooperatives located in Metro Atlanta that offer supportive care for male and female youth between the ages of 13-20. Each cooperative can serve 6-7 teens.

Whatley-Showell Cente: A Second Chance Home

A Second Chance Home offers housing and support services for teen mothers between the ages of 13 to 19 with one child between infancy to pre-school age. The program assists young mothers between the ages of 13 to 19 in developing parenting skills, completing their education and becoming self-sufficient.

POST-ADOPTION FAMILY RESOURCES

Georgia Center for Resources and Support

The Center is a state wide project funded by the Georgia Department of Human Resources, and presented by Families First in collaboration with Bethany Christian Services. The purpose of the Center is to increase resources and supportive services for adoptive and foster families. Services include referrals and supportive services through the statewide advisors, numerous training and education events, support groups, a comprehensive website of adoption resources, adoption and foster care family events and activities, lending library, and dedicated chat rooms. For more information, visit the Center's website. For access the GACRS free training schedule, click here

Reunion Registry

This is a state-wide program that employs education strategies to provide service to birth parents, adopted persons, adoptive parents and siblings. Services include non-identifying information to adult adopted persons and parents of minors, search services to adult adopted persons, birth parents, and adult siblings, registration services to birth parents, and counseling and intermediary services. This program also provides phone or in-person consultations at no charge to anyone in the United States who is dealing with search and reunion issues. For more information, visit the Reunion Registry's website.

HEALTHY FAMILIES & RELATIONSHIPS

At one time or another, many families need additional support to confront life's challenges. That's why we offer programs and affordable counseling solutions that help parents and children build and maintain stronger and healthier relationships, to parent effectively, raise healthy babies and prepare their children for school.

COUNSELING, CONNECTIONS, AND SUPPORT

Counseling and Support Services

Families First provides solution-focused Individual, Family, Couples and Group counseling and therapy (English or Spanish) throughout metro Atlanta at seven office settings; as well as at community-based sites in partnership with schools, community-based organizations, housing service agencies and health centers. Our counseling services assist children, youth, parents, couples and families to understand and cope with situations and events that cause distress and challenge their ability to be healthy and well. Our goal is to help our clients feel better and achieve their goals.

Family Violence Intervention Program (FVIP) / Anger Management (AM)

Our Family Violence Intervention Program (FVIP) is a 24-week class that helps participants to understand the impact of their violence on their lives and families, accept responsibility for their behavior and learn healthier coping strategies. FVIP is certified by the state of Georgia and emphasizes victim and petitioner safety and perpetrator accountability. Participation may be voluntary or court-ordered.

Anger Management helps participants, over the course of 8 to 12 weeks, identify their personal triggers and learn to control their emotions before their behavior becomes inappropriate or violent. Participation may be voluntary or court-ordered.

Employee Assistance Program (EAP)

Families First's masters-level therapists provide short-term workplace counseling and referrals to employees and their families in partnership with FEI Behavioral Health and other EAP companies. If you or your company are interested in providing workplace resiliency services for your employees, contact FEI at www.feinet.com.

HEALTHY BABIES, HEALTHY MOMS

Resource Moms[Amerigroup]

Our Resource Moms provide resources and information to women who have delivered a very low-birth weight baby. Resource Moms are offered in partnership with Amerigroup, one of Georgia's Care Management Organizations (CMOs), as a part of Georgia's Planning for a Healthy Baby (P4HB) Initiative.

Doula Project

Families First's Doulas provide emotional and physical support to pregnant young mothers before, during and after the birth of her baby. Our Doulas educate young mothers on prenatal and infant care, breast-feeding and mother-baby bonding. Doulas ensure that young mothers make informed choices about pregnancy, labor, delivery and parenting, and have the resources they need to ensure the long-term health and success of their baby. Our Doula Project partners with HealthConnect One and Lumina Birth Doula and Lactation Support.

TeenAge Pregnancy and Parenting (TAPP)

TAPP offers comprehensive case management and counseling services to pregnant and parenting teens. TAPP services include home and school visitation, service coordination and parenting education during the first year of the babies' life. Through TAPP, pregnant and parenting teens remain and progress in school, and learn essential parenting skills in order to become successful parents and adults.

EFFECTIVE AND NURTURING PARENTING SERVICES

Parenting Education Classes

Families First's Parenting Education classes educate parents on the developmental stages of childhood, and the effect of environmental factors on their child's development. Classes also examine parenting styles and practices. Parents receive concrete strategies for establishing appropriate and realistic expectations, responding to and managing their child's needs and behaviors and developing norms for healthy family communication and teamwork.

Parenting Time (English and Spanish)

Parenting Time facilitates communication and planning among custodial and non-custodial parents so that children have safe and consistent access to and visitation with both of their biological parents and family members. Parenting Time improves parents' understanding and support of their children's emotional and social needs, and decreases the negative influences of separation and absentee parents on the child.

Rollercoasters I & II

Most children of separating and divorcing families experience isolation, fear and loss. Through group discussion, structured exercises and therapeutic games, Rollercoasters, helps children, ages 5-8, 9-12, and 13-17 to verbalize their feelings and learn new coping skills. Rollercoasters is offered as a one-time, 4-hour session (Rollercoasters II), as well as an 8-week course (Rollercoasters I).

Transparenting

Families First counselors lead Transparenting workshops to educate parents on the impact of separation and divorce on children and how best to support their children. The 4-hour seminar reviews the range of emotions children experience and provides guidance for encouraging

children to communicate their feelings and cope with their emotions. Participants also receive tips for co-parenting and resources for additional information and support.

Transparenting National

Initially created in 1987 and revised in 1999, Transparenting is a Families First education program and curriculum designed to help parents transition through the changes of divorce and separation while bringing the least amount of harm to their children. Transparenting is one of the largest nationwide providers of in-person divorce parenting courses, with 10-15% share of the in-person divorce parenting market. Currently Families First licenses the Transparenting curriculum to 134 agencies across 29 states and directly conducts Transparenting seminars in metropolitan Atlanta. Our AOR only includes outcomes for families who attend the seminars facilitated by Families First.

SCHOOL SUCCESS

CHISPA

CHISPA is Families First's early education program for the parents of children between the ages of zero and five years old. The goal of CHISPA is to ensure that children are ready for kindergarten and that schools are ready for children. Our bi-lingual parent educators visit young parents in the home, provide parent leadership training, and school transition and literacy activities. CHISPA also serves as a Learning Laboratory for communities that are planning or beginning to implement the United Way of Greater Atlanta's Partnerships Advancing Childhood Education (PACE) model.

Family First in Schools

Families First in Schools (FFIS) is a service that provides a unique collaboration that works to strengthen family systems and improve school success by increasing communication among students, parents, school staff and community resources. FFIS invites families into the children's school for fun and meaningful activities that build communication skills, reinforce protective factors for children, and highlight strategies for supporting academic achievement and social success. By working with multiple families and school staff simultaneously, FFIS reinforces the sense of a proverbial 'village' for children. The aims of the 9-week program are strengthening parent-child communication, improving parenting skills and strategies, Increasing parent-school communication and engagement and improving student behavior and academic performance.

FAMILY SUSTAINABILITY & EMPOWERMENT

Housing is the most basic of needs and the most fundamental measure of self-sufficiency. That's why we collaborate with other agencies to deliver housing with support services and training that promote family self-sufficiency.

TRANSITIONAL AND SUPPORTIVE HOUSING

DeLowe Village (Goals, Responsibilities, Opportunities and Well-Being)

The program operates supportive housing in partnership with the DeLowe Village apartment complex in East Point and serves homeless people suffering from mental illness, substance abuse and/or HIV/AIDS and their families utilizing the Housing First Model. The goal of Project GROW is to reduce and eliminate substance dependency and use, achieve mental and emotional stability and move toward long term stable housing. Support services include individual and family counseling, substance abuse treatment services and intensive case management. In addition, families are assisted with critical services including: transportation, parenting classes, life skills development, accessing resources in the community, childcare arrangement assistance and after-school academic enrichment and tutoring for children. The program provides a healthy environment as parents transition from rehabilitation to self-sufficiency and promotes child safety, development and well-being.

Shelter-A-Family (SAF)

SAF is a supportive housing program for chronically homeless persons who are suffering from mental illness, substance abuse and/or HIV/AIDS and their families. The goals of SAF are to help individuals reduce and eliminate substance dependency and use, achieve mental and emotional stability, and move toward long term stable housing. In addition, the program seeks to promote child safety and development, and prevent future homelessness among children. SAF provides clients with accessible and intensive individual, family and group mental health counseling, substance abuse treatment services, case management, linkages to community services and resources, support in reconnecting with families, and developing networks of supports that will assist them in becoming economically independent and self-sufficient. SAF also utilizes the Housing First Model.

Weaver Gardens / Weaver Gardens After Care / Weaver Gardens HUD

Weaver Gardens is a transitional living home that provides efficiency apartments and supportive services for mothers aged 17 to 26 who were previously homeless and have one child less than a year old. The program provides young mothers and their babies a safe place to live, training and support in critical areas such as parenting skills, relationship building, child development, health and nutrition, and life skills, opportunity to return to school or receive job training and access to community resources. The goal of Weaver Gardens is to enhance the mothers parenting and life skills, and to develop long-term economic independence.

COMMUNITY SUPPORT SERVICES

Columbia Residential (Community Support Services)

Through a series of life skills seminars and program activities, this community-based program is designed to improve economic self-sufficiency, tenant-landlord relations and overall quality of

life among residents in partnership with owners/managers of mixed income communities and affordable housing. The program equips parents and children with critical skills for building assets to achieve their life goals and maintaining strong, healthy relationships.

Edgewood – Retreat @ Edgewood/ Edgewood Neighborhood (Community Support Services)

Community Support Services at Edgewood promotes social and economic transformation of clients using a participatory service delivery model to increase clients' awareness of shared partnership and responsibility. Residents of mixed income communities are provided with supportive services that allow them to maintain self-sufficiency in their homes and to become more engaged in community.

Opportunity Zone

Opportunity Zone is a South Fulton county / College Park initiative of The United Way of Greater Atlanta and The South Fulton Human Service that creates opportunities for families to thrive. The zone strategy focuses on a targeted community (Godby Road and Old National) so that identified individuals and families can dramatically benefit if local services are coordinated, local leadership is mobilized and the assets in the community work together toward shared goals in the areas of health, education and income. The Opportunity Zone is a partnership between EP-CAT, Families First and Tapestry Youth Ministries.

ASSET DEVELOPMENT

Ways to Work

Ways to Work is a national program of the Alliance for Children and Families that allows qualified working parents who are unable to receive credit approval elsewhere the opportunity to receive loans between \$6,000 and \$6,500 to purchase a used car. The first program of its kind in Georgia, *Ways to Work* provides families with an alternative to predatory lenders who otherwise may lead them into buying unreliable vehicles at exorbitant interest rates, sometimes reaching 30% or more to customers who are already struggling to pay their monthly bills. Borrowers agree to repay the loan at an 8% interest rate within two years. The money is then made available to other applicants.

33 Appendix B: Demographic Analysis of Clients Served in 2012-13

Demographic details for all individuals served by ***Families First, Atlanta*** in FY12-13

Demographic Attributes (Impact Area ⇄)	Grand Total	% Grand Total	Child and Youth Permanency (CYP)	Healthy Families and Relationships (HFR)	Family Sustainability and Empowerment (FSE)	Point-of-Contact (TSC)	Other
# Served by Program:	40,032	100.0%	6,579	22,652	7,539	2,239	1,023
<i>Area % of Grand Total:</i>			<i>16.4%</i>	<i>56.6%</i>	<i>18.8%</i>	<i>5.6%</i>	<i>2.6%</i>
Gender							
Female	14,986	37.4%	3,723	7,542	2,818	903	0
Male	11,336	28.3%	2,694	6,566	1,281	794	1
NA/C	13,710	34.2%	162	8,544	3,440	542	1,022
Ethnicity							
African-American	17,157	42.9%	2,584	6,609	6,655	1,309	0
Asian	175	0.4%	72	92	1	10	0
Caucasian	7,351	18.4%	3,299	3,688	90	274	0
Hispanic	2,178	5.4%	124	1,956	23	75	0
Native-American	24	0.1%	16	6	2	0	0
Other	354	0.9%	85	171	77	20	1
Pacific-Islander	10	0.0%	4	3	3	0	0
NA/NC	12,783	31.9%	395	10,127	688	551	1,022
Marital Status							
Divorced	468	1.2%	94	267	42	65	0
Married	3,022	7.5%	1,604	1,072	70	276	0
Partnered	68	0.2%	31	35	0	2	0
Separated	378	0.9%	26	274	26	52	0
Single	10,883	27.2%	2,371	5,812	1,400	1,300	0
Widowed	74	0.2%	27	34	7	6	0
NA/NC	25,138	62.8%	2,425	15,158	5,994	538	1,023
Age by Category							
0-5	4,423	11.0%	838	2,849	532	204	0
6-11	5,096	12.7%	1,021	3,191	650	234	0
12-17	3,901	9.7%	838	2,380	499	184	0
18-25	2,959	7.4%	481	1,941	316	221	0
26-36	5,991	15.0%	910	4,177	487	417	0
37-46	4,787	12.0%	1,689	2,458	363	276	1
47-59	2,437	6.1%	1,040	950	307	140	0
60+	1,481	3.7%	309	211	941	20	0
NA/NC	8,956	22.4%	-548	4,495	3,444	543	1,022
County Residence							
Cherokee	366	0.9%	213	120	11	22	0
Clayton	1,524	3.8%	57	1,266	102	99	0
Cobb	3,773	9.4%	269	3,029	179	296	0
Dekalb	3,696	9.2%	758	2,102	574	262	0
Douglas	817	2.0%	96	376	263	82	0
Fayette	141	0.4%	66	56	9	10	0
Fulton	11,528	28.8%	1,151	7,019	2,379	979	0
Gwinnett	2,291	5.7%	643	1,378	78	192	0
Henry	359	0.9%	113	130	51	65	0
Rockdale	182	0.5%	33	95	8	46	0
Other	3,749	9.4%	2,172	1,321	113	143	0
NA/NC	10,583	26.4%	1,008	5,760	3,772	43	1,023
City Locale							
City of Atlanta	6,284	15.7%	700	3,174	2,193	217	0
South Fulton	1,785	4.5%	309	856	543	77	0
North Fulton	2,253	5.6%	219	588	61	1,385	0
Income (relative to poverty level)							
Less than 200%	10,586	26.4%	1,268	6,477	1,456	1385	0
More than 200%	4,152	10.4%	2,802	958	77	315	0
NA/NC	25,294	63.2%	2,508	15,218	6,006	539	1,023

Demographic details for individuals served by **Child and Youth Permanency** in FY12-13

Demographic Attributes (Impact Area ⇨)	CYP Total Served	% CYP Total	Adoption and Foster Care (CYP)	Residential Living (CYP)	Permanency Connections (CYP)	Post-Adoptive Family Resources (CYP)
# Served by Program:	6,579	100.0%	3,124	109	218	3,128
<i>Program % of CYP Total:</i>			<i>47.5%</i>	<i>1.7%</i>	<i>3.3%</i>	<i>47.5%</i>
Gender						
Female	3,723	56.6%	1,633	59	110	1,921
Male	2,694	40.9%	1,395	45	80	1,174
NA/C	162	2.5%	96	5	28	33
Ethnicity						
African-American	2,584	39.3%	1,111	89	176	1,208
Asian	72	1.1%	67	0	0	5
Caucasian	3,299	50.1%	1,728	9	11	1,551
Hispanic	124	1.9%	82	5	3	34
Native-American	16	0.2%	2	0	0	14
Other	85	1.3%	48	2	1	34
Pacific-Islander	4	0.1%	3	0	0	1
NA/NC	395	6.0%	83	4	27	281
Marital Status						
Divorced	94	1.4%	47	0	0	47
Married	1,604	24.4%	1,345	0	1	258
Partnered	31	0.5%	30	0	0	1
Separated	26	0.4%	18	0	0	8
Single	2,371	36.0%	1,568	104	193	506
Widowed	27	0.4%	17	0	0	10
NA/NC	2,425	36.9%	99	5	24	2,297
Age by Category						
0-5	838	12.7%	236	20	21	561
6-11	1,021	15.5%	435	0	2	584
12-17	838	12.7%	294	44	81	419
18-25	481	7.3%	192	37	78	174
26-36	910	13.8%	442	0	0	468
37-46	1,689	25.7%	876	3	4	806
47-59	1,040	15.8%	470	2	4	564
60+	309	4.7%	109	0	0	200
NA/NC	-548	-8.3%	70	3	28	-649
County Residence						
Cherokee	213	3.2%	141	1	1	70
Clayton	57	0.9%	38	0	3	16
Cobb	269	4.1%	206	0	5	58
Dekalb	758	11.5%	620	8	19	111
Douglas	96	1.5%	68	1	1	26
Fayette	66	1.0%	56	0	0	10
Fulton	1,151	17.5%	536	67	153	395
Gwinnett	643	9.8%	455	24	25	139
Henry	113	1.7%	63	1	2	47
Rockdale	33	0.5%	26	1	2	4
Other	2,172	33.0%	682	2	2	1,486
NA/NC	1,008	15.3%	233	4	5	766
City Locale						
City of Atlanta	700	10.6%	364	16	82	238
South Fulton	309	4.7%	148	56	76	29
North Fulton	219	3.3%	202	0	1	16
Income (relative to poverty level)						
Less than 200%	1,268	19.3%	641	104	194	329
More than 200%	2,802	42.6%	2,305	0	0	497
NA/NC	2,508	38.1%	178	5	24	2,301

Demographic details for individuals served by **Health Families and Relationships** in FY12-13

Demographic Attributes (Impact Area ⇄)	HFR Total Served	% HFR Total	Counseling and Support (HFR)	Effective Nurturing and Parenting (HFR)	Healthy Babies, Healthy Moms (HFR)	School Success (HFR)	Other (HFR)
# Served by Program:	22,652	100.0%	6,506	14,927	647	460	112
<i>Program % of HFR Total:</i>			<i>28.7%</i>	<i>65.9%</i>	<i>2.9%</i>	<i>2.0%</i>	<i>0.5%</i>
Gender							
Female	7,542	33.3%	2,536	4,370	390	193	53
Male	6,566	29.0%	2,104	4,078	211	155	18
NA/C	8,544	37.7%	1,866	6,479	46	112	41
Ethnicity							
African-American	6,609	29.2%	2,615	3,465	510	6	13
Asian	92	0.4%	22	64	5	0	1
Caucasian	3,688	16.3%	919	2,738	25	3	3
Hispanic	1,956	8.6%	1,050	413	61	339	93
Native-American	6	0.0%	5	1	0	0	0
Other	171	0.8%	95	65	8	1	2
Pacific-Islander	3	0.0%	3	0	0	0	0
NA/NC	10,127	44.7%	1,797	8,181	38	111	0
Marital Status							
Divorced	267	1.2%	196	71	0	0	0
Married	1,072	4.7%	916	104	38	14	0
Partnered	35	0.2%	31	3	1	0	0
Separated	274	1.2%	230	39	5	0	0
Single	5,812	25.7%	3,163	1,801	568	280	0
Widowed	34	0.2%	31	1	2	0	0
NA/NC	15,158	66.9%	1,939	12,908	33	166	112
Age by Category							
0-5	2,849	12.6%	469	2,200	89	89	2
6-11	3,191	14.1%	686	2,371	50	72	12
12-17	2,380	10.5%	572	1,681	94	17	16
18-25	1,941	8.6%	549	1,209	171	8	4
26-36	4,177	18.4%	1,033	2,883	111	129	21
37-46	2,458	10.9%	815	1,548	54	26	15
47-59	950	4.2%	481	437	27	4	1
60+	211	0.9%	138	55	14	4	0
NA/NC	4,495	19.8%	1,763	2,543	37	111	41
County Residence							
Cherokee	120	0.5%	75	45	0	0	0
Clayton	1,266	5.6%	201	1,002	63	0	0
Cobb	3,029	13.4%	909	2,103	17	0	0
Dekalb	2,102	9.3%	1,077	721	299	5	0
Douglas	376	1.7%	302	71	3	0	0
Fayette	56	0.2%	25	26	5	0	0
Fulton	7,019	31.0%	2,535	4,332	148	4	0
Gwinnett	1,378	6.1%	612	423	0	343	0
Henry	130	0.6%	56	64	10	0	0
Rockdale	95	0.4%	75	20	0	0	0
Other	1,321	5.8%	350	912	57	0	2
NA/NC	5,760	25.4%	289	5,208	45	108	110
City Locale							
City of Atlanta	3,174	14.0%	1,645	1,407	111	5	6
South Fulton	856	3.8%	451	341	64	0	0
North Fulton	588	2.6%	454	132	0	0	2
Income (relative to poverty level)							
Less than 200%	6,477	28.6%	3,760	1,840	588	289	0
More than 200%	958	4.2%	765	175	14	4	0
NA/NC	15,218	67.2%	1,981	12,913	45	167	112

Demographic details for individuals served by **Family Sustainability and Empowerment** in FY12-13

Demographic Attributes (Impact Area ⇄)	FSE Total Served	% FSE Total	Transitional and Supportive Housing (FSE)	Community Support Services (FSE)	Asset Development (FSE)
# Served by Program:	7,539	100.0%	298	5,849	1,392
<i>Program % of FSE Total:</i>			<i>4.0%</i>	<i>77.6%</i>	<i>18.5%</i>
Gender					
Female	2,818	37.4%	216	2,142	460
Male	1,281	17.0%	76	935	270
NA/C	3,440	45.6%	6	2,772	662
Ethnicity					
African-American	6,655	88.3%	272	5,672	711
Asian	1	0.0%	0	1	0
Caucasian	90	1.2%	7	68	15
Hispanic	23	0.3%	1	17	5
Native-American	2	0.0%	0	2	0
Other	77	1.0%	11	63	3
Pacific-Islander	3	0.0%	0	0	3
NA/NC	688	9.1%	7	26	655
Marital Status					
Divorced	42	0.6%	2	19	21
Married	70	0.9%	5	13	52
Partnered	0	0.0%	0	0	0
Separated	26	0.3%	2	10	14
Single	1,400	18.6%	279	467	654
Widowed	7	0.1%	2	4	1
NA/NC	5,994	79.5%	8	5,336	650
Age by Category					
0-5	532	7.1%	64	335	133
6-11	650	8.6%	38	472	140
12-17	499	6.6%	41	305	153
18-25	316	4.2%	71	168	77
26-36	487	6.5%	23	352	112
37-46	363	4.8%	28	241	94
47-59	307	4.1%	17	256	34
60+	941	12.5%	0	939	2
NA/NC	3,444	45.7%	16	2,781	647
County Residence					
Cherokee	11	0.1%	0	1	10
Clayton	102	1.4%	0	10	92
Cobb	179	2.4%	2	38	139
Dekalb	574	7.6%	18	413	143
Douglas	263	3.5%	2	199	62
Fayette	9	0.1%	0	0	9
Fulton	2,379	31.6%	234	1,478	667
Gwinnett	78	1.0%	0	0	78
Henry	51	0.7%	0	2	49
Rockdale	8	0.1%	0	0	8
Other	113	1.5%	4	17	92
NA/NC	3,772	50.0%	38	3,691	43
City Locale					
City of Atlanta	2,193	29.1%	147	1,725	321
South Fulton	543	7.2%	118	249	176
North Fulton	61	0.8%	0	1	60
Income (relative to poverty level)					
Less than 200%	1,456	19.3%	278	487	691
More than 200%	77	1.0%	2	24	51
NA/NC	6,006	79.7%	18	5,338	650

34 Appendix C: Service-Level Demographics 2012-13

Demographic Attributes	Child & Youth Permanency									
	Adoption	Foster Care	Independent Living	Cooperatives	Second Chance Home	Literacy Improvement (LIP-S)	Other Permanency	Train Success	GA Center for Resources & Support	GA Reentry Registry
Number Served:	2740	376	8	82	27	78	73	67	1934	1194
Gender										
Female	1407	223	3	41	18	42	38	30	1177	744
Male	1245	145	5	38	7	33	33	14	756	418
NA/C	88	8	0	3	2	3	2	23	1	32
Ethnicity										
African-American	846	258	7	66	23	65	68	43	896	312
Asian	67	0	0	0	0	0	0	0	1	4
Caucasian	1635	92	1	9	0	8	2	1	722	829
Hispanic	71	11	0	3	2	3	0	0	23	11
Native-American	2	0	0	0	0	0	0	0	2	12
Other	37	11	0	2	0	0	1	0	13	21
Pacific-Islander	3	0	0	0	0	0	0	0	1	0
NA/NC	79	4	0	2	2	2	2	23	276	5
Marital Status										
Divorced	42	5	0	0	0	0	0	0	1	46
Married	1287	58	0	0	0	1	0	0	5	253
Partnered	29	1	0	0	0	0	0	0	0	1
Separated	15	3	0	0	0	0	0	0	0	8
Single	1257	303	8	78	26	75	69	49	5	501
Widowed	95	4	0	4	1	2	4	18	1923	375
NA/NC	15	2	0	0	0	0	0	0	0	10
Age by Category										
0-5	141	94	1	7	13	7	3	11	477	84
6-11	342	93	0	0	0	2	0	0	483	101
12-17	238	56	0	42	2	33	44	4	305	114
18-25	162	23	7	26	11	30	22	26	54	120
26-36	409	33	0	0	0	0	0	0	263	205
37-46	840	36	0	3	0	2	0	2	514	292
47-59	435	35	0	2	0	2	1	1	389	175
60+	104	5	0	0	0	0	0	0	111	89
NA/NC	69	1	0	2	1	2	3	23	-662	14
County Residence										
Cherokee	131	10	0	1	0	1	0	0	63	7
Clayton	27	11	0	0	0	0	0	3	10	6
Cobb	177	27	2	0	0	1	1	3	19	39
Dekalb	518	102	0	4	4	4	4	11	57	54
Douglas	55	13	0	1	0	1	0	0	19	7
Fayette	49	7	0	0	0	0	0	0	1	9
Fulton	442	91	3	46	21	45	60	48	207	188
Gwinnett	419	33	3	22	2	20	4	1	25	114
Henry	55	8	0	1	0	1	1	0	37	10
Rockdale	24	2	0	1	0	1	1	0	4	0
Other	634	48	0	2	0	2	0	0	873	613
NA/NC	209	24	0	4	0	2	2	1	619	147
City Locale										
City of Atlanta	342	21	1	15	1	16	42	24	76	162
South Fulton	75	70	3	35	21	33	27	16	9	20
North Fulton	194	7	1	0	0	1	0	0	2	14
Income (relative to poverty level)										
Less than 200%	398	235	8	78	26	75	69	50	4	325
More than 200%	2211	94	0	0	0	0	0	0	5	492
NA/NC	131	47	0	4	1	3	4	17	1925	377

HEALTHY FAMILIES AND RELATIONSHIPS													
Demographic Attributes	Counseling	Family Violence Intervention Program	Employee Assistance Program	Aftergroup Resource Moms	Dad's	TAPP	CHL 9/11	School Success	Parenting Workshops	Parenting Time	Rollercoaster/What About Me?	Transparenting	HR/Other
Number Served:	3303	2429	774	108	217	322	395	65	382	3781	91	10673	112
Gender													
Female	1847	381	308	70	129	191	154	39	83	893	35	3359	53
Male	1264	579	261	35	56	120	131	24	84	906	41	3047	18
NA/C	192	1469	205	3	32	11	110	2	215	1982	15	4267	41
Ethnicity													
African-American	1678	763	174	84	164	262	3	3	126	1603	51	1685	13
Asian	11	7	4	3	0	2	0	0	0	3	3	58	1
Caucasian	429	157	333	14	2	9	3	0	38	132	12	2556	3
Hispanic	986	38	26	4	20	37	280	59	3	69	6	335	93
Native-American	4	1	0	0	0	0	0	0	1	0	0	0	0
Other	59	4	32	1	3	4	0	1	0	7	3	55	2
Pacific-Islander	0	1	2	0	0	0	0	0	0	0	0	0	0
NA/NC	136	1458	203	2	28	8	109	2	214	1967	16	5984	0
Marital Status													
Divorced	124	34	38	0	0	0	0	0	1	70	0	0	0
Married	492	186	238	18	17	3	14	0	13	91	0	0	0
Partnered	27	2	2	1	0	0	0	0	0	3	0	0	0
Separated	157	58	15	4	0	1	0	0	5	34	0	0	0
Single	2245	702	216	84	170	314	218	62	152	1644	2	3	0
Widowed	235	1446	258	1	28	4	163	3	211	1938	89	10670	112
NA/NC	23	1	7	0	2	0	0	0	0	1	0	0	0
Age by Category													
0-5	325	124	20	23	40	26	79	10	37	265	4	1894	2
6-11	533	104	49	7	33	10	57	15	38	271	41	2021	12
12-17	437	82	53	4	7	83	14	3	23	170	28	1460	16
18-25	348	159	42	17	42	112	5	3	14	168	0	1027	4
26-36	699	265	69	41	48	22	102	27	38	555	3	2287	21
37-46	509	153	153	10	11	33	21	5	17	299	0	1232	15
47-59	291	79	111	0	4	23	4	0	1	99	0	337	1
60+	85	17	36	4	4	6	4	0	2	10	0	43	0
NA/NC	76	1446	241	2	28	7	109	2	212	1944	15	372	41
County Residence													
Cherokee	35	4	36	0	0	0	0	0	2	18	0	25	0
Clayton	107	84	10	6	0	57	0	0	15	172	0	815	0
Cobb	454	364	91	0	1	16	0	0	113	239	16	1735	0
Dekalb	653	371	53	13	124	162	4	1	52	613	1	55	0
Douglas	72	221	9	3	0	0	0	0	5	50	1	15	0
Fayette	9	11	5	5	0	0	0	0	0	26	0	0	0
Fulton	1408	910	217	24	86	38	0	4	151	1220	67	2894	0
Gwinnett	339	235	38	0	0	0	284	59	15	382	0	26	0
Henry	20	11	25	4	0	6	0	0	3	46	0	15	0
Rockdale	19	15	41	0	0	0	0	0	0	15	0	5	0
Other	76	94	180	50	4	3	0	0	11	839	1	61	2
NA/NC	111	109	69	3	2	40	107	1	15	161	5	5027	110
City Locale													
City of Atlanta	1087	427	131	17	57	37	0	5	89	637	65	616	6
South Fulton	251	186	14	13	35	16	0	0	29	290	0	22	0
North Fulton	376	11	67	0	0	0	0	0	0	18	0	114	2
Income (relative to poverty level)													
Less than 200%	2862	792	106	105	178	305	227	62	146	1692	0	2	0
More than 200%	170	192	403	0	14	0	4	0	24	150	1	0	0
NA/NC	271	1445	265	3	25	17	164	3	212	1939	90	10671	112

FAMILY SUSTAINABILITY AND EMPOWERMENT							
Demographic Attributes	Shelton-Family I	Shelton-Family II	Weaver Gardens	Co Umbria Residential	Edgewood	Opportunity Zone	Ways to Work
Number Served:	86	106	106	4953	484	412	1392
Gender							
Female	49	89	78	1575	322	245	460
Male	33	17	26	625	159	151	270
NA/C	4	0	2	2753	3	16	662
Ethnicity							
African-American	76	101	95	4822	463	387	711
Asian	0	0	0	1	0	0	0
Caucasian	1	2	4	46	13	9	15
Hispanic	1	0	0	16	0	1	5
Native-American	0	0	0	2	0	0	0
Other	5	3	3	54	5	4	3
Pacific-Islander	0	0	0	0	0	0	3
NA/NC	3	0	4	12	3	11	655
Marital Status							
Divorced	0	2	0	0	11	8	21
Married	5	0	0	0	2	11	52
Partnered	0	0	0	0	0	0	0
Separated	0	1	1	0	2	8	14
Single	77	101	101	2	241	224	654
Widowed	3	2	3	4950	228	158	650
NA/NC	1	0	1	1	0	3	1
Age by Category							
0-5	12	10	42	241	52	42	133
6-11	14	21	3	384	40	48	140
12-17	13	28	0	231	31	43	153
18-25	15	13	43	76	54	38	77
26-36	8	12	3	147	126	79	112
37-46	13	13	2	85	85	71	94
47-59	8	9	0	140	56	60	34
60+	0	0	0	892	33	14	2
NA/NC	3	0	13	2757	7	17	647
County Residence							
Cherokee	0	0	0	1	0	0	10
Clayton	0	0	0	0	3	7	92
Cobb	0	1	1	38	0	0	139
Dekalb	0	6	12	188	220	5	143
Douglas	0	0	2	13	186	0	62
Fayette	0	0	0	0	0	0	9
Fulton	80	85	69	1117	25	336	667
Gwinnett	0	0	0	0	0	0	78
Henry	0	0	0	0	2	0	49
Rockdale	0	0	0	0	0	0	8
Other	0	4	0	17	0	0	92
NA/NC	6	10	22	3579	48	64	43
City Locale							
City of Atlanta	80	36	31	1286	422	17	321
South Fulton	2	68	48	1	8	240	176
North Fulton	0	0	0	1	0	0	60
Income (relative to poverty level)							
Less than 200%	77	104	97	2	231	254	691
More than 200%	0	0	2	0	23	1	51
NA/NC	9	2	7	4951	230	157	650



Served by Program: 2239 1023

Gender

Female	903	0
Male	794	1
NA/C	542	1022

Ethnicity

African-American	1309	0
Asian	10	0
Caucasian	274	0
Hispanic	75	0
Native-American	0	0
Other	20	1
Pacific-Islander	0	0
NA/NC	551	1022

Marital Status

Divorced	65	0
Married	276	0
Partnered	2	0
Separated	52	0
Single	1300	0
Widowed	538	0
NA/NC	6	1023

Age by Category

0-5	204	0
6-11	234	0
12-17	184	0
18-25	221	0
26-36	417	0
37-46	276	1
47-59	140	0
60+	20	0
NA/NC	543	1022

County Residence

Cherokee	22	0
Clayton	99	0
Cobb	296	0
Dekalb	262	0
Douglas	82	0
Fayette	10	0
Fulton	979	0
Gwinnett	192	0
Henry	65	0
Rockdale	46	0
Other	143	0
NA/NC	43	1023

City Locale

City of Atlanta	717	1
South Fulton	217	0
North Fulton	77	0

Income (relative to poverty level)

Less than 200%	1385	0
More than 200%	315	0
NA/NC	539	1023

35 Appendix D: Impact-Related Outcomes Quick Reference

ADOPTION SERVICES

	<u>FY12-13</u>	<u>FY11-12</u>
Service Characteristics:		
Total families with adoption placements served;	151	
IMPACT training groups;	75	
Adoption home studies;	121	124
Adoption orientation groups;	31	
Post-placement visits;	297	337
Post-placement addenda;	81	61
Service Outcomes:		
Foster care adoptions placed two or more siblings with a family;	19	
Foster care adoptions placed a child aged six or older;	55%	
% completing IMPACT training that increased adoptive parenting knowledge;	68.9%	
% satisfied with IMPACT parental preparedness;	95.3%	
% likely to use the IMPACT information learned;	100%	
Adoption and foster care parents improving parent-child relationships;	81	

FOSTER CARE & INDEPENDENT LIVING

	<u>FY12-13</u>	<u>FY11-12</u>
Service Characteristics:		
Children and youths in our care;	105	132
Home visits	669	532
Independent Living group sessions;	12	
Independent Living individual youth sessions;	188	
Length of stay for a foster care child or youth we serve:		
Mean(\bar{x}) days	330	322
Median (M) days	206	196
Minimum days	1	2
Maximum days	3106	3149
Service Outcomes:		
Overall average RBWO score;	94.1%	
Protected from maltreatment;	99.1%	100%
Progress toward self-sufficiency:		
Interested in post-secondary;	100%	57%
Passed all current classes;	75%	57%
Six-month employed;	86%	75%
Aged out and maintained housing, full-time employment, and positive permanency connections (or armed services);	75%	

RESIDENTIAL LIVING

	<u>FY12-13</u>	<u>FY11-12</u>
Service Characteristics:		
Youths in our Cooperatives;	32	
Youths and children in our Second Chance Home;	26	
Length of stay for a foster care child or youth we serve:		
Mean(\bar{x}) days	256	371
Median (M) days	111	278
Minimum days	1	5
Maximum days	1552	1344
Service Outcomes:		
Reunited with family or relative/fictive kin;	12	12
Enrolled in education programs;	94%	
Protected from repeat maltreatment;	100%	100%
RBWO score for Cooperatives;	85.6%	
RBWO score for Second Chance Home.	82%	

PERMANENCY CONNECTIONS

	<u>FY12-13</u>	<u>FY11-12</u>
Service Characteristics:		
Youths and volunteers engaged mentoring services at least once;	219	
Youths participated in LIPS;	34	
LIPS education consultations;	185	498
LIPS youth contacts;	222	
LIPS support activities;	58	50
LIPS college prep activities.	15	
Service Outcomes:		
Youths were matched with mentors;	32	
Youths had 12 months or longer relationship with the same mentor;	8	10
Youths improved academically after three months;	17	
Youths maintained reading proficiency after one year;	14	
Activities mentor and/or youth planned;	64%	
LIPS clients improvement in beliefs and attitudes towards education;	5.4%	
Clients improved;	61.5%	

POST-ADOPTION FAMILY RESOURCES

	<u>FY12-13</u>	<u>FY11-12</u>
<u>Georgia Center for Resources and Support (GACRS)</u>		
Service Characteristics:		
GACRS training sessions;	98	123
Individuals trained;	404	360
Resources on the GACRS website;	2731	2506
(Cyber) café support groups;	7	0
Service Outcomes:		
Parenting knowledge:		
Knowledge increase;	10.5%	9.5%
Parents that improved;	49.8%	41.4%
Web-training:		
Training topics relevant;	98.2%	93%
Training good or excellent at meeting adoptive child's needs;	98.2%	n/a
<u>Georgia Adoption Reunion Registry</u>		
Service Characteristics:		
Client consultations;	105	96
Adoption summaries;	204	244
Adoption registrations;	610	102
Adoption searches;	289	291
Service Outcomes:		
Gaining knowledge through search;	92.9%	86.5%
Gaining personal history knowledge;	100%	100%
Increased search/reunion social support;	94.1%	96.5%
Search/reunion knowledge increase;	31.8%	n/a
Clients improved;	74.9%	n/a

COUNSELING, CONNECTIONS AND SUPPORT

	<u>FY12-13</u>	<u>FY11-12</u>
Service Characteristics:		
Individuals screened or assessed;	1974	1505
Counseling sessions;	2812	5127
Individual sessions;	87%	67%
Group or family sessions;	13%	33%
Individuals that were adequately functional in meaningful activities;	1519	
Service Outcomes:		
Progress on mental health or relationship goals;	94%	92%
Overall psycho-social well-being:		
Well-being increase;	8.3%	7.5%
Clients improved;	83.3%	83.3%
Quality of life gains:		
Quality of life increase;	15.4%	11.9%
Clients improved;	81.3%	76.6%
Counseled clients improving coping skills;	82.9%	53.7%
Clients adequately functional in meaningful activities.	76.9%	
<u>For Family Violence Intervention and Anger Management:</u>		
Clients found abuse unacceptable	100%	92.4%
Improvement;	10%	7.2%
Clients Improved	90.9%	
Changes in Beliefs and Attitudes:		
improvement;	8.6%	6.6%
Clients improved;	66.1%	62.5%
Improvement in motivation to change	4%	0%

EFFECTIVE AND NURTURING PARENTING

	<u>FY12-13</u>	<u>FY11-12</u>
Service Characteristics:		
Individual education counseling sessions;	576	695
Supervised visits, neutral exchanges, or monitored visits;	209	166
PT seminar attendees;	296	294
Intake and Assessments;	235	262
Mediations;	131	56
Children attending seminars;	70	
Four-hour WAM/Rollercoasters sessions;	21	
Service Outcomes:		
Agree that seminars were helpful to parental relationship;	89.2%	87.3%
Agree that seminars were helpful to understanding child experience;	88%	85.1%
Agree that seminars positively influenced attitude or behavior;	93.2%	n/a
Reporting increased knowledge of divorce impact on child;	86.6%	n/a
Reporting increased knowledge of divorce impact on parents;	80.5%	n/a
Reporting increased knowledge of parenting skills & strategies;	80.1%	n/a
Agree that seminars were helpful overall;	90.8%	88%
Children coping skills with divorce:		
Coping skills increase;	10.3%	11.7%
Children improved;	52.9%	54.8%

HEALTHY BABIES, HEALTHY MOMS

	<u>FY12-13</u>	<u>FY11-12</u>
Service Characteristics:		
Parents completing the HBHM program;	83	n/a
Health/developmental screenings;	252	n/a
Post-partum support services;	144	n/a
Pre-natal support services;	145	n/a
Home-based parent education engagements;	200	n/a
Group sessions;	56	n/a
Service Outcomes:		
Increases in parenting knowledge:		
Knowledge increase;	13.6%	50%
Parents improved;	68%	63.6%
Increasing parent-child bonding knowledge;	41.7%	n/a
Improving parent-child relationships;	50.6%	n/a
Identified parent leadership activity;	50.6%	n/a
Improving school relationship;	47%	n/a
Increases in childcare involvement:		
Involvement increase;	13.6%	n/a
Parents improved;	68%	n/a
Increased healthcare involvement:		
Involvement increase;	5.2%	n/a
Parents improved;	33%	n/a
Increase in birth control use at discharge;	52.6%	n/a

SCHOOL SUCCESS

	<u>FY12-13</u>	<u>FY11-12</u>
Service Characteristics:		
Parents completed the School Success program;	40	n/a
Parenting and Life Skills Groups	250	183
Home visits conducted;	219	234
School leadership activities by parents;	41	n/a
Service Outcomes:		
Improving parent-child relationship;	78%	n/a
improving parenting skills;	78%	n/a
improving parental school leadership;	94%	n/a
identified at least one leadership activity;	94%	n/a
improving child's school readiness;	80%	n/a
Increases in parenting knowledge:		
knowledge increase	11.8%	11.5%
Parents improved	76.9%	72.7%

TRANSITIONAL AND SUPPORTIVE HOUSING

	<u>FY12-13</u>	<u>FY11-12</u>
Service Characteristics:		
Supportive housing families (Shelter a Family I & II);	49	
SAF-I individuals placed and service plan developed;	78	
SAF-II individuals placed and service plan developed;	64	
Drug screens performed;	170	224
Home visits conducted;	135	340
Group sessions conducted;	159	268
Individual sessions conducted;	1096	1301
Individual sessions conducted for transitional housing families (Weaver);	64	
Service Outcomes:		
Shelter a Family I (Supportive)		
Maintained housing 12+ months;	90%	77%
Employed;	19%	25%
Were education/vocation enrolled;	10%	46%
Attended SAF appointments regularly;	100%	
Attended mental health appointments regularly;	81%	
Attended substance abuse groups regularly;	83%	
Achieved negative drug screens;	67%	75%
Actively volunteered;	25%	
Youth that were grade promoted;	100%	
Youth that had C average or academically improved;	100%	
Shelter a Family II (Supportive)		
Graduated from transitional housing or maintain housing 12+ months;	74%	77%
Maintained housing 6+ months;	95%	
Households employed;	65%	
College/vocation enrolled;	16%	
Enrolled in GED classes;	5%	
Disabled receiving benefits or pending approval;	21%	
Disabled felt connected to community;	100%	
Achieved negative drugs screens	80%	
SAF I & II transitioned to stable housing	67%	
Weaver Gardens (Transitional)		
Average overall RBWO score;	97.2%	n/a
Received benefit services;	88%	69%
Maintained housing 90+ days;	71%	96%

Employed;	42%	n/a
Education/vocation enrolled;	79%	n/a
Transitioned to stable housing;	89%	n/a
Increased life skills knowledge;	92%	n/a
Improved housekeeping skills;	92%	n/a
Had on-time infant immunizations;	96%	n/a
Increased nutrition knowledge;	92%	n/a
Increased parenting knowledge;	96%	n/a
Former Weaver Garden residents		
Employed or education enrolled;	72%	47%
Maintained stable housing;	72%	88%
Maintained stable childcare;	67%	58%
Had aftercare services;	83%	n/a

COMMUNITY SUPPORT SERVICES

	<u>FY12-13</u>	<u>FY11-12</u>
Service Characteristics:		
individual sessions;	203	n/a
Workshops;	375	815
Workshop attendees;	2625	2356
Families enrolled in Opportunity Zone (OZ);	97	n/a
Families persistently engaged Opportunity Zone;	78	n/a
Thanksgiving and Christmas family meals;	150	n/a
Family portraits.	36	n/a
Service Outcomes:		
Columbia Residential		
Found workshops helpful;	92%	93%
Likely to use what they learned;	81%	86%
Increased community resource awareness;	100%	77%
Found program events helpful connecting with community;	79%	86%
Felt they got to know neighbors;	82%	n/a
Edgewood		
Found workshops helpful;	95%	n/a
Likely to use what they learned;	85%	n/a
Increased community resource awareness;	81%	n/a
Found program events helpful connecting with community;	97%	n/a
Opportunity Zone		
Found workshops helpful;	88%	n/a

Likely to use what they learned;	88%	n/a
Increased community resource awareness;	100%	n/a
Found program events helpful connecting with community.	100%	n/a

ASSET DEVELOPMENT (WAYS TO WORK)

	<u>FY12-13</u>	<u>FY11-12</u>
Service Characteristics:		
Financial literacy classes;	23	n/a
Attendees in financial literacy classes;	150	166
Approved;	28	43
Vehicles secured;	26	n/a
Loans paid off.	4	1
Service Outcomes:		
Improved Financial Literacy:		
Knowledge increase;	23.8%	21.2%
People improved;	78.2%	74.7%
Decreased time in transit:		
Time decrease;	61.6%	63.6%
People improved;	78.3%	66.7%
Time missed from work:		
Time decrease;	52.5%	57.9%
People improved;	60%	60%
Monthly gross income:		
Income <i>decrease</i> ;	-16.5%	-4.7%
People improved;	30.4%	57.1%
Overall quality of life:		
Increase;	69.2%	n/a
People improved;	86.5%	n/a
Other Ways to Work outcomes:		
Increased participation in child's academic life or activities;	82%	87.5%
Increased ability to reach medical/dental appointments;	75%	100%
Increased access to improved housing;	52%	87.5%